



*State of Missouri*

*State of Missouri*

*Department of Economic Development  
Public Service Commission*

*User Manual*

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*User Manual for the Consumer Quality System*

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# 1 Introduction

The Case Management System (CMS) has been developed for the State of Missouri Department of Economic Development, Public Service Commission (PSC). The Public Service Commission Automated System is for the complete automation of the document workflow using imaging software for the Department of Economic Development and is part of the Electronic Filing & Information System (EFIS). Case Management System (CMS) is for the PSCS solution and involves the processing of electronic documents through the web, email, fax and mail. Documents are submitted / filed by external users into the system. Consumers can file their documents electronically into the system, which are in turn launched into the internal workflow application through e-process workflow services, which are integrated with the automated solution.

This document explains the various processes involved in the Case Management System. The options across the top of the Home page are:

- ❖ Registration
- ❖ Forms / Instructions
- ❖ Inquiry / Complaints
- ❖ Filing / Submission
- ❖ Agenda
- ❖ Outage / Incident
- ❖ View Tariff
- ❖ Public Comments
- ❖ Resources

There are also various oval buttons on the left of the screen, based on the user's security. They may include: Home, Logon/Logout, Help, PSC Internet, Contact Us, Task List, Recall Tasks and Admin.







## 1.1 Objective



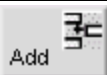


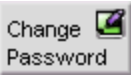
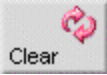
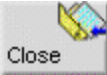
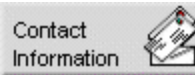
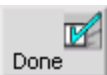



The objective of this manual is to introduce the Case Management System, explain its various functions and how it works.

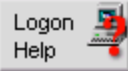









| Definitions & Abbreviations |  |
|-----------------------------|--|
| CMS                         | Case Management System                 |
| EFIS                        | Electronic Filing & Information System |
| GCPL                        | Gulf Computers Private Limited         |
| MPSC                        | Missouri Public Service Commission     |
| PSC                         | Public Service Commission              |

There are many different buttons on the various screens. The following table is provided to help the user know their functions.

### Button Definitions

| Buttons   | Definitions  |
|---|--|
|  | This button will take the System Administrator to the Administration screens where they can make changes to the CMS.   |
|  | This button will take the user to a page that shows address of the PSC as well as an electronic contact link.  |
|  | This button will take the user to a master Help screen.  |
|  | This button will take the user to the CMS Home page.   |
|  | This button will take the user to the Logon page when they first open CMS. If they are already logged in, this button will allow them to log out or exit the system. |
|  | This button will take the user to the PSC website.   |

| Buttons   | Definitions  |
|---|--|
|    | If a task has been deleted for any reason, it can be retrieved by the System Administrator at the request of the Divisional Director.  |
|    | This button will take a PSC employee to the Task List Process Screen (workflow area of the CMS) where they can begin processing documents.   |
|    | This is used by authorized representatives of a utility company to add another contact for that company.   |
|    | This button allows the user to attach a file or document to the form being completed.  |
|    | This button allows authorized users to broadcast a message to both internal and external users of the CMS.   |
|   | This button allows the user the change their password.   |
|  | This button clears the screen and allows the user to reenter information.  |
|  | This button is similar to the Resolve button and is used to close outage reports.  |
|  | Takes the user to section where they can enter contact information.  |
|  | When searching for a complaint / inquiry number, after the number has been found and the radio button selected, this button should be pressed. The user will be taken to their original form and the complaint / inquiry will be filled in. This button is also used when attachments have been added to a document. |
|  | This button allows authorized users to edit a broadcast message.   |
|  | This button allows the user to exit the section or the application.  |
|  | This button allows the user to log into the CMS.   |

| Buttons   | Definitions  |
|---|--|
|    | This button takes the user to the Logon Help screen where their password will be sent to them via email after they answer a few questions.   |
|    | If the complaint / inquiry is not solved in the Quick Hit section, this button should be selected and the user will be taken to the detailed Complaint / Inquiry form. After completing this form, the user can press the Submit button and the form will be routed to the Consumer Services Department. |
|    | This button allows the user to print the document.   |
|    | After information has been deleted, this button can retrieve it.   |
|   | This button allows the employees to send an email requesting information to the utility companies or consumers.  |
|  | If the complaint / inquiry is solved, this button allows it to be saved to the database. No changes can be made after this button has been selected.   |
|  | This button allows the user to send the complaint / inquiry to another user.   |
|  | This button allows the user to save notes in the comment box of a document. To review the comments, the user should select the document and then select the History link.  |
|  | This button allows the user to divide a single complaint / inquiry into two separate complaints / inquiries.   |
|  | The button allows the user to save entered information into the system.  |

## 1.2 Logon

The Logon screen will allow the user to sign into the Consumer Quality System. External representatives should type in their Company/Firm ID (if applicable), User ID and Password, then press the Logon button.

### Logon Screen



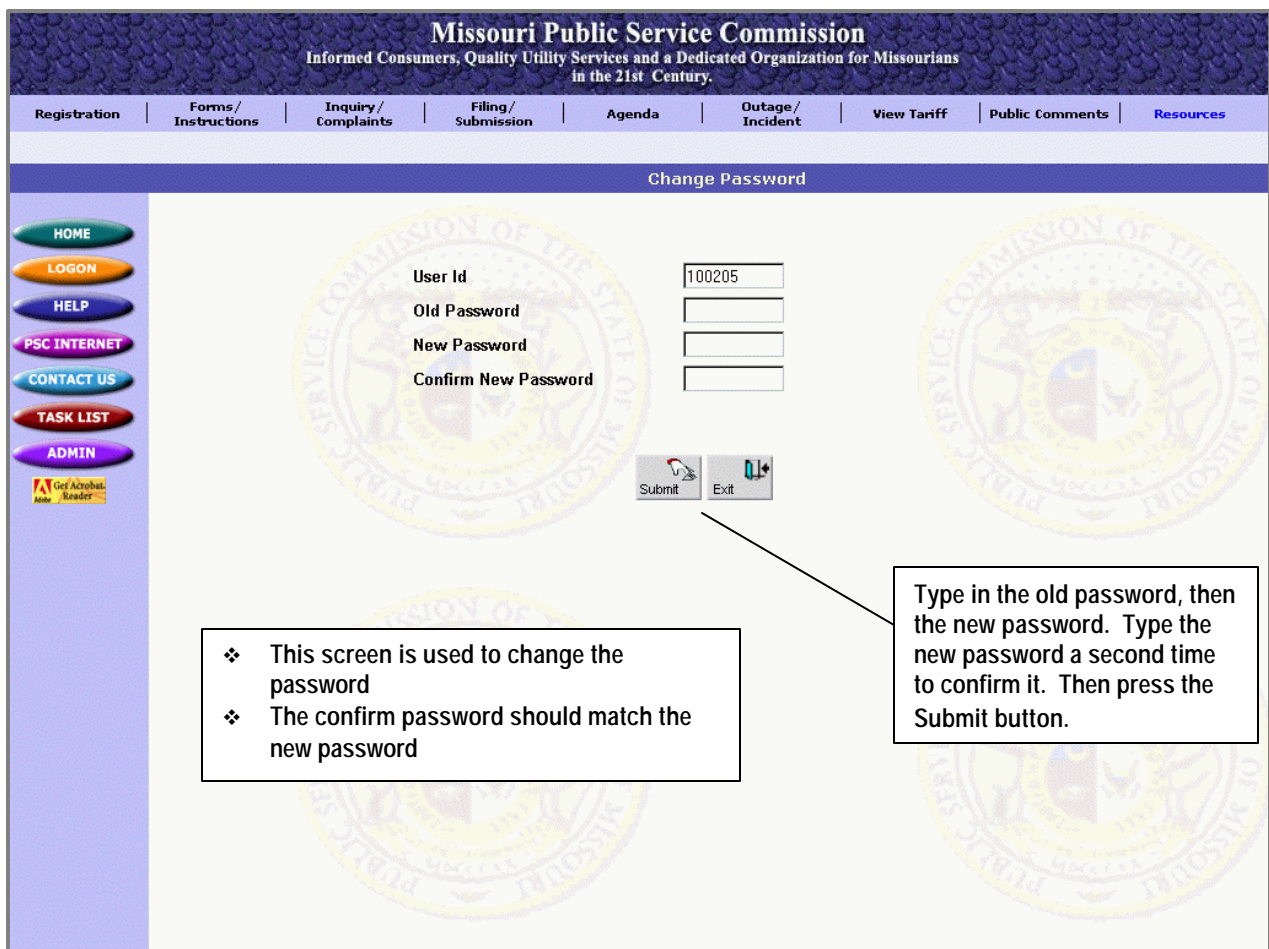
The screenshot shows the Missouri Public Service Commission (PSC) Logon Screen. The header features the PSC logo and the text "Missouri Public Service Commission" and "Informed Consumers, Quality Utility Services and a Dedicated Organization for Missourians in the 21st Century." Below the header is a navigation bar with links: Registration, Forms/Instructions, Inquiry/Complaints, Filing/Submission, Agenda, Outage/Incident, View Tariff, Public Comments, and Resources. The main content area has a blue banner that reads "Welcome to the MO PSC - Logon for Electronic Filings/Submissions". Below the banner is a red warning message: "It is the responsibility of the company/firm to secure their ID number. If the integrity of your ID has been jeopardized contact the Missouri Public Service Commission immediately." The logon form includes three input fields: Company/Firm ID, User ID, and Password. To the right of the input fields are four buttons: Logon, Change Password, Password Help, and Exit. A sidebar on the left contains links: HOME, LOGON, HELP, PSC INTERNET, CONTACT US, TASK LIST, and ADMIN. A small "Get Adobe Reader" icon is also visible in the sidebar.

The user also has the option of changing their password. To change a password, type in the User ID and password, then select the Change Password button. The user will be taken to the Change Password screen on the next page.



The user should type in their old password, then a new password and then retype the new password. The maximum length for the password is eight characters. After pressing the Submit button, the user is sent to the PSC Home page. If the user enters the wrong User ID or Old password, if the old password entered does not match the current password in the system, or if the confirm new password does not match with the newly entered password, a message will appear asking user to correct the information. The Exit button will take the user back to the main Logon screen.

### Password Screen



**Missouri Public Service Commission**  
Informed Consumers, Quality Utility Services and a Dedicated Organization for Missourians in the 21st Century.

Registration | Forms/Instructions | Inquiry/Complaints | Filing/Submission | Agenda | Outage/Incident | View Tariff | Public Comments | Resources

**Change Password**

User Id: 100205

Old Password:

New Password:

Confirm New Password:

Submit Exit

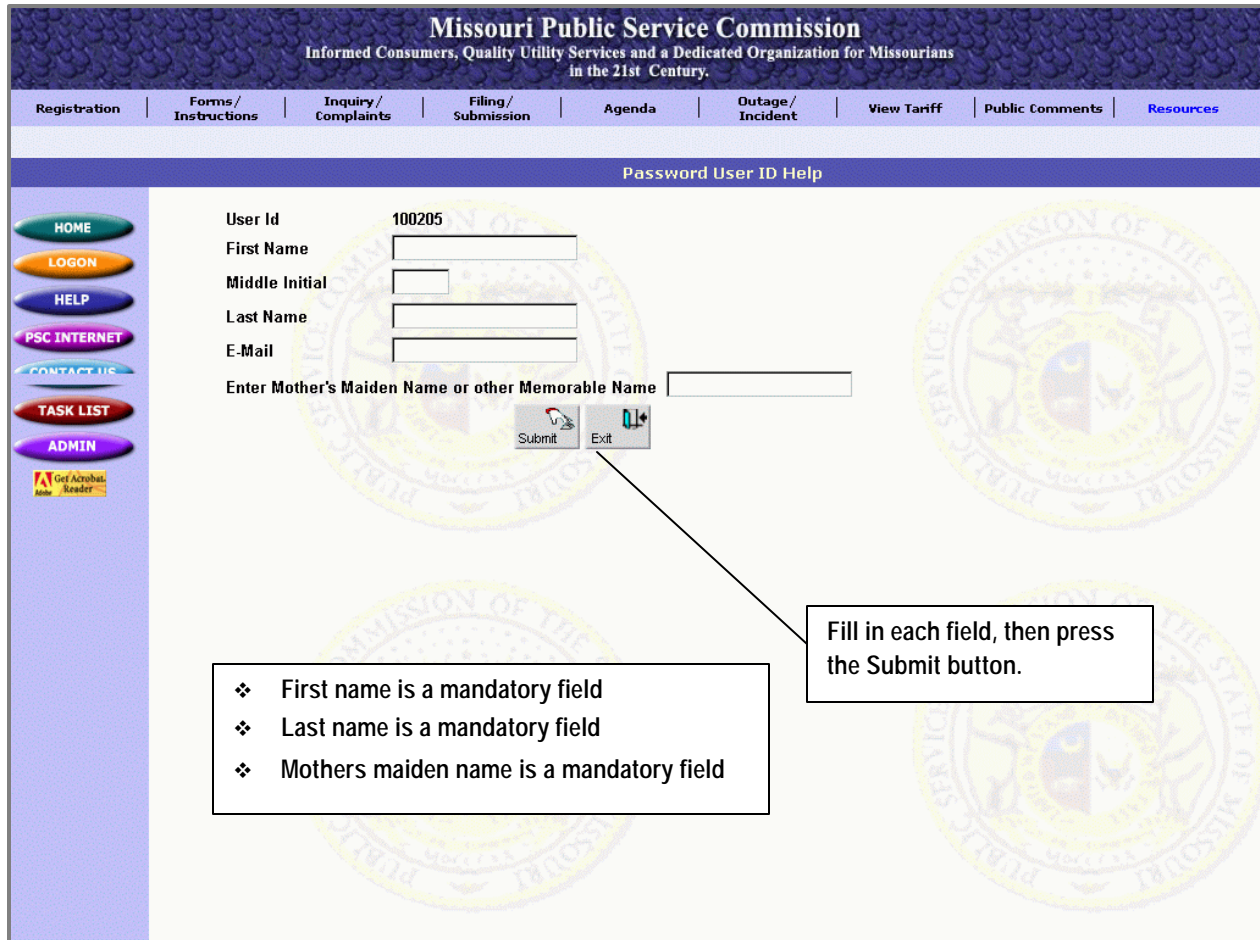
❖ This screen is used to change the password

❖ The confirm password should match the new password

Type in the old password, then the new password. Type the new password a second time to confirm it. Then press the Submit button.

If the user has forgotten their password, they can select the Password Help button. After filling out each field, press the Submit button. The password will be emailed to the user.

### Password Help Screen



**Missouri Public Service Commission**  
Informed Consumers, Quality Utility Services and a Dedicated Organization for Missourians in the 21st Century.

Registration | Forms/Instructions | Inquiry/Complaints | Filing/Submission | Agenda | Outage/Incident | View Tariff | Public Comments | Resources

**Password User ID Help**

User Id: 100205

First Name:

Middle Initial:

Last Name:

E-Mail:

Enter Mother's Maiden Name or other Memorable Name:

Submit Exit

❖ First name is a mandatory field  
❖ Last name is a mandatory field  
❖ Mothers maiden name is a mandatory field

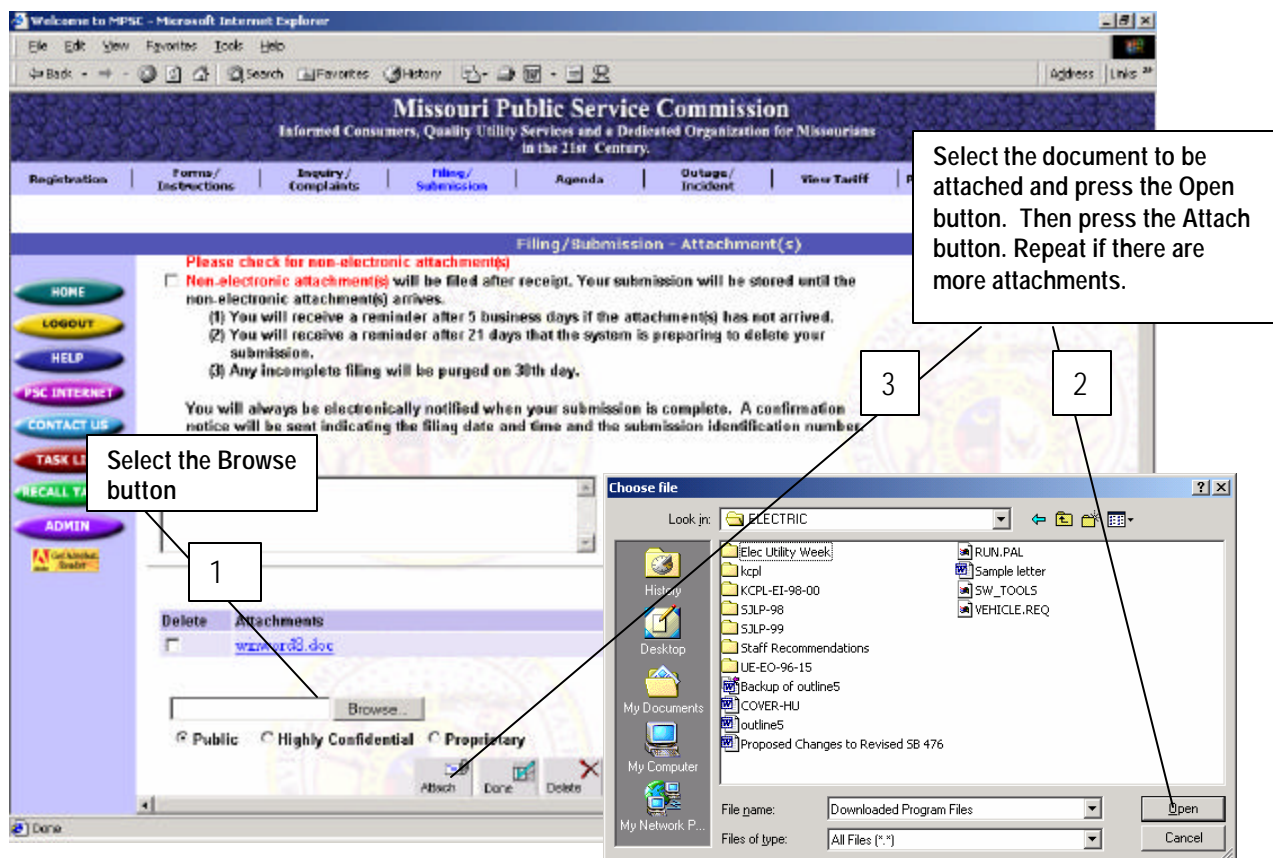
Fill in each field, then press the Submit button.



## 1.3 Attachment Process

This process will be common to many modules. The user can attach either scanned documents or previously saved documents to the current submission by using the Attach button and subsequent options. When all appropriate documents have been attached, the user will select the Done with Attach button. This will return the user to the previous Filing screen. If the user wants to delete an attached document, they can check the box next to the unwanted attachment and then press the Delete button.

### Attachment Screens 1 & 2



The user will:

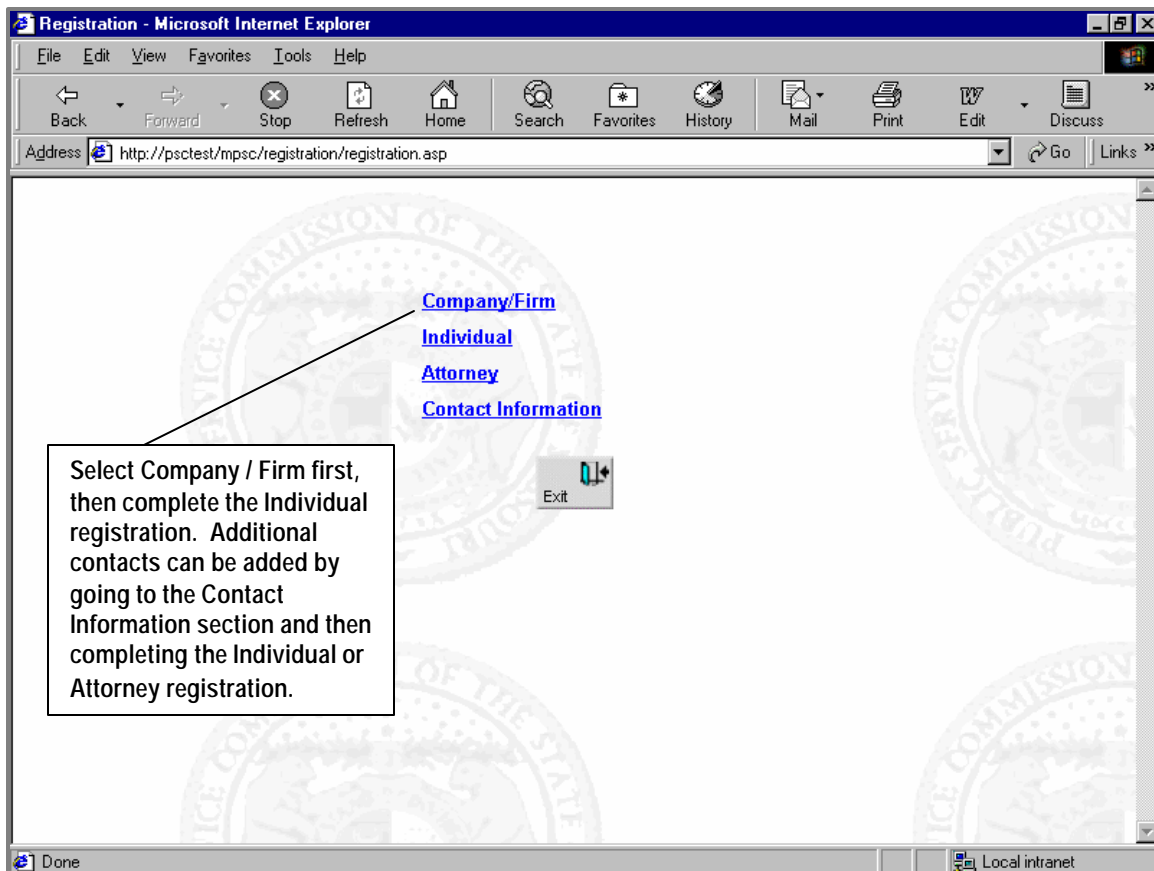
- 1) Select the Attach button to open the Attachment screen.
- 2) Click the Browse button and navigate to the desired file's location.
- 3) Either double-click the file, or click the file once and then click the Open button.
- 4) Click the Attach button. Repeat steps 2) – 4) until the appropriate or necessary files are attached.
- 5) Click the Done with Attach button to leave the Attachment screen and return to the previous screen.

## 2 Registration

The first time a consumer or utility company uses the Case Management, they need to go to the Registration section. There are four choices for registering into the CMS system:

- ❖ Company / Firm
- ❖ Individual
- ❖ Attorney
- ❖ Contact Information

### Registration Screen



An individual consumer will need to register to make an inquiry or complaint and go to the Public Comments section.

## 2.1 Company / Firm

This form needs to be completed to register a new company / firm into CMS and to get a "Company ID". All mandatory fields (marked with a red asterisk) must be completed. If a company has already registered, the Existing radio button will be enabled and their information can be modified. To register a new Firm, the Law Firm checkbox should be checked. Information must be completed for Person 1 who will be the official company contact. A second contact can be added, but this is not mandatory. After all of the fields have been completed, the Submit button should be pressed. A "Company ID" will be generated for the user and the user will then be taken to the Registration Menu Screen.

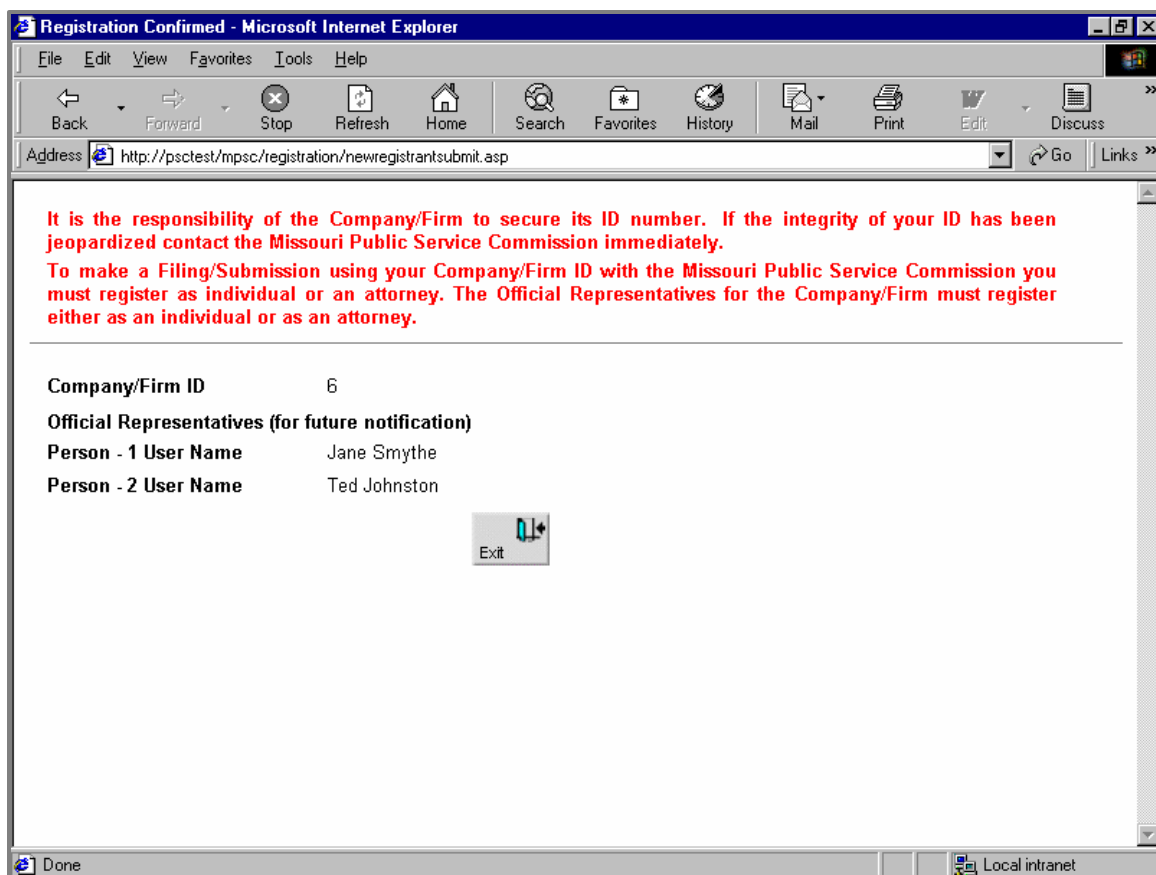
### Registration Screens



- ❖ Only the representative of a company can edit the information regarding the company and representative.
- ❖ At least one representative should be entered.
- ❖ Only the representative will be able to access the contact information button.

After the Submit button is pressed, the Result page will show the Company / Firm ID number and the names of the contacts. The first four characters of the company ID is the first four letters of the company name, then either I or A (for individual or attorney), then the initials of the contact and then three randomly generated numbers. Pressing the Exit button will take the user back to the Registration Menu screen.

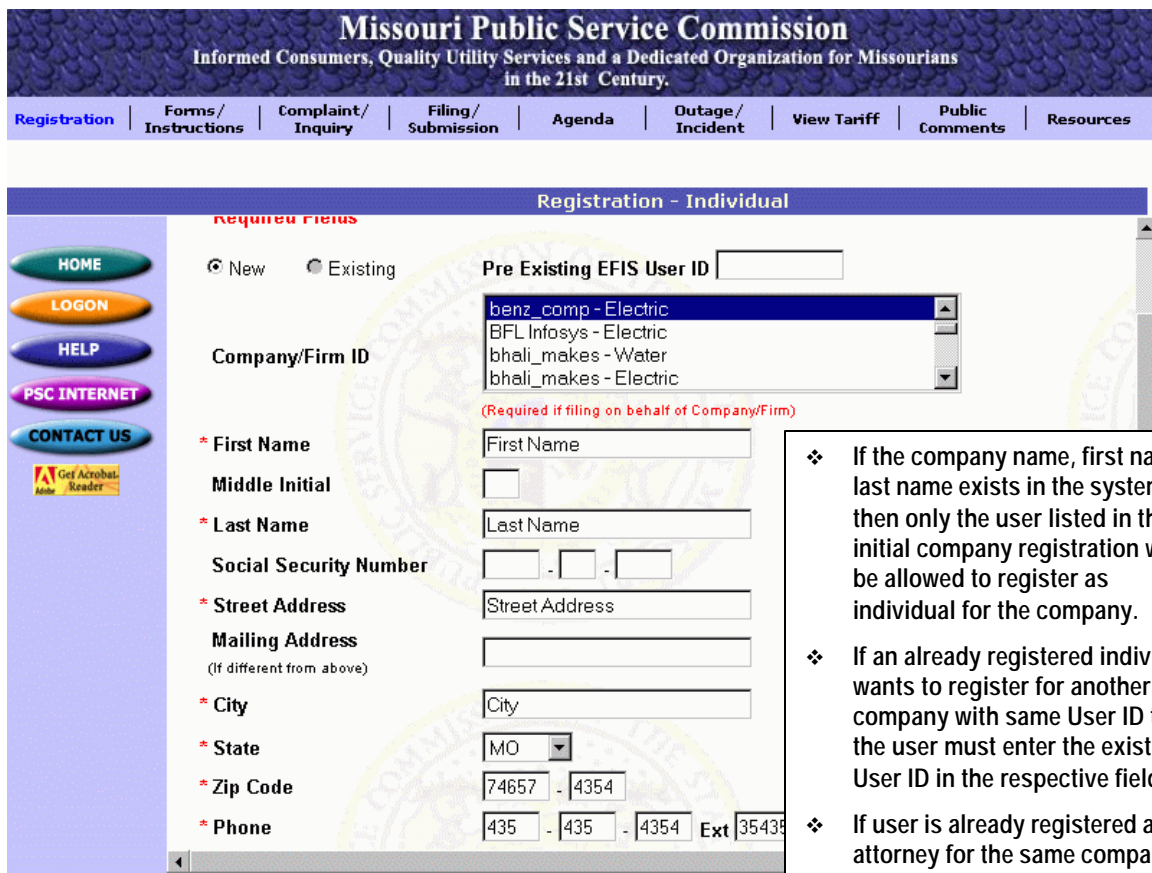
### Company / Firm Registration Result Screen



## 2.2 Individual Registration

After the company registration screen has been completed, then the employees who can file on behalf of the company need to register themselves as an individual. This individual registration is one kind of security provided to the company, so that only selected employees can file on behalf of the company. The Individual Registration screen is to register a new individual into the system and to get a "Individual ID". If the User ID already exists, then after that field is completed, the values in the other fields will autopopulate.

### Individual Registration Screen

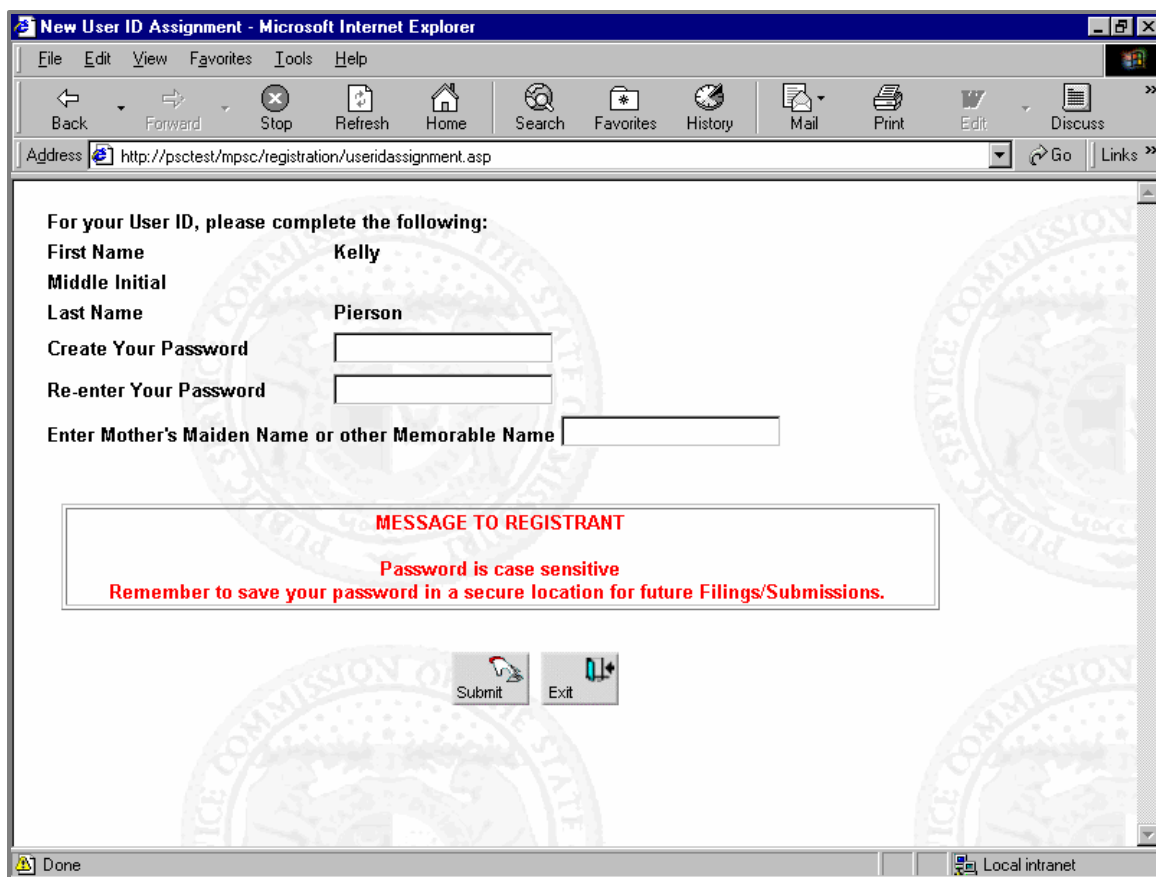


- ❖ If the company name, first name, last name exists in the system then only the user listed in the initial company registration will be allowed to register as individual for the company.
- ❖ If an already registered individual wants to register for another company with same User ID then the user must enter the existing User ID in the respective field.
- ❖ If user is already registered as attorney for the same company then the user will not be allowed to register as individual.
- ❖ Type the first name and last name same spelling as in Contact Information other wise the system will not allow to register.



If this is a new registration, an "Individual ID" will be generated after the Submit button is pressed. The user will then be taken to the Password Screen. The user should create a password and complete each of the fields and then press the Submit button. A message, "Remember to save your password" will appear. After selecting "OK" the user will be taken to a Result page and will be given a User ID.

### Password Screen



The screenshot shows a web browser window titled "New User ID Assignment - Microsoft Internet Explorer". The address bar displays "http://psctest/mpsc/registration/useridassignment.asp". The main content area contains a form with the following fields and labels:

- For your User ID, please complete the following:
- First Name: Kelly
- Middle Initial:
- Last Name: Pierson
- Create Your Password:
- Re-enter Your Password:
- Enter Mother's Maiden Name or other Memorable Name:

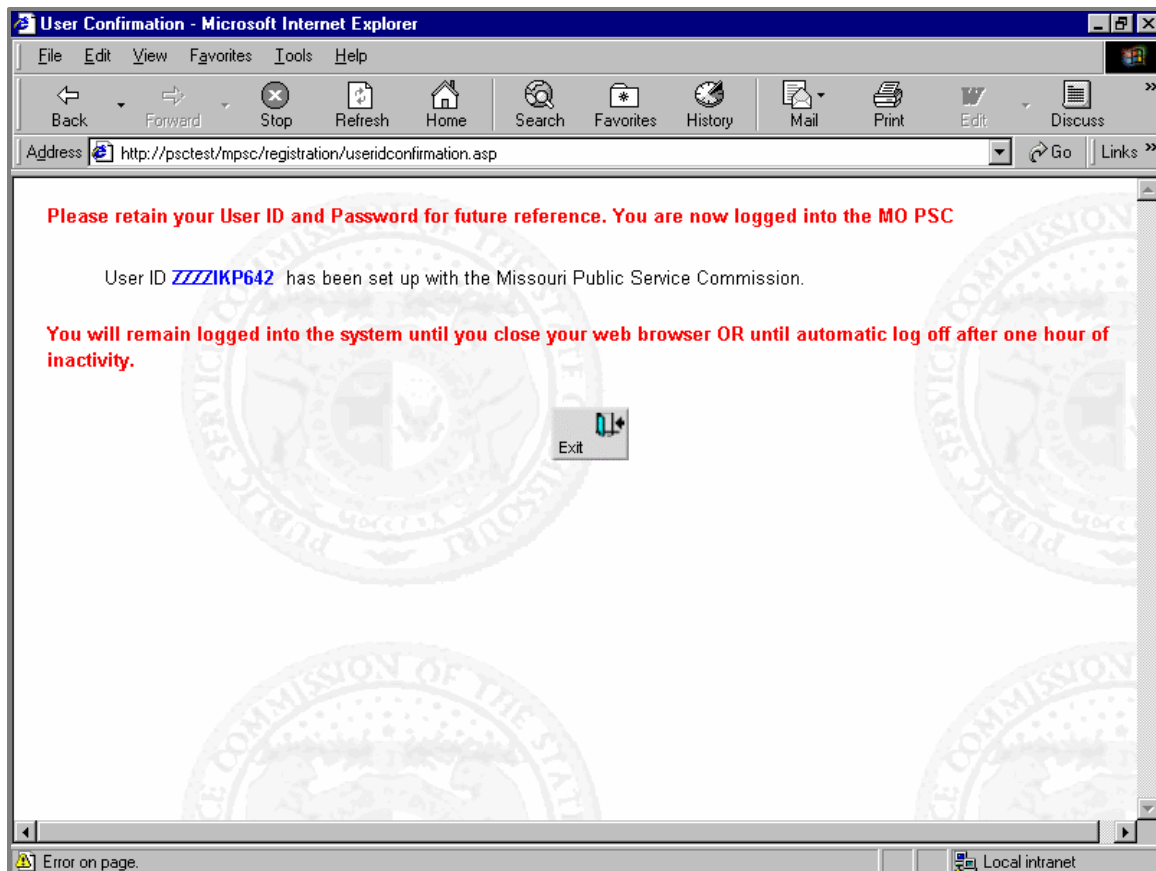
Below the form, a red message box states:

**MESSAGE TO REGISTRANT**  
Password is case sensitive  
Remember to save your password in a secure location for future Filings/Submissions.

At the bottom of the form, there are two buttons: "Submit" and "Exit". The status bar at the bottom of the browser window shows "Done" and "Local intranet".

When the user presses the Exit button the reminder message, "Remember to save your User ID and password" will appear. Selecting the "OK" button will take the user back to the Registration menu screen.

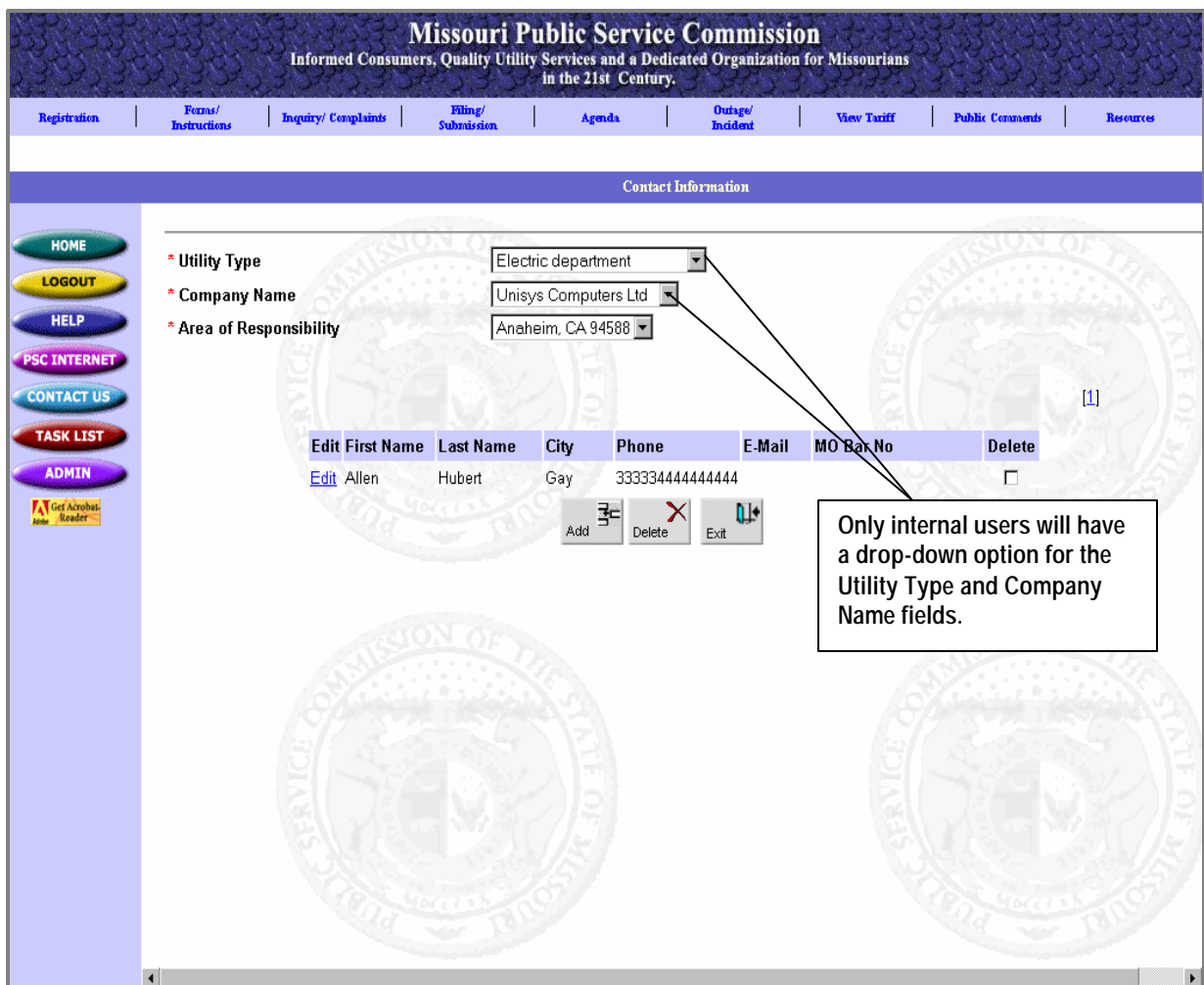
### Individual Registration Result Screen



## 2.3 Contact Information

The Contact Information screen allows registered users and internal staff members to view, add or edit contact detail information for each person belonging to utility company into the system and to get a "Contact-ID". This form must be completed before an attorney can be registered. Only internal users will have a drop-down option for the Utility Type and Company Name fields.

### Contact Information Screen



**Missouri Public Service Commission**  
Informed Consumers, Quality Utility Services and a Dedicated Organization for Missourians  
in the 21st Century.

Registration | Forms/Instructions | Inquiry/Complaints | Filing/Submission | Agenda | Outage/Incident | View Tariff | Public Comments | Resources

**Contact Information**

HOME  
LOGOUT  
HELP  
PSC INTERNET  
CONTACT US  
TASK LIST  
ADMIN

\* Utility Type: Electric department  
\* Company Name: Unisys Computers Ltd  
\* Area of Responsibility: Anaheim, CA 94588

| Edit                 | First Name | Last Name | City | Phone          | E-Mail | MO Bar No | Delete                   |
|----------------------|------------|-----------|------|----------------|--------|-----------|--------------------------|
| <a href="#">Edit</a> | Allen      | Hubert    | Gay  | 33333444444444 |        |           | <input type="checkbox"/> |

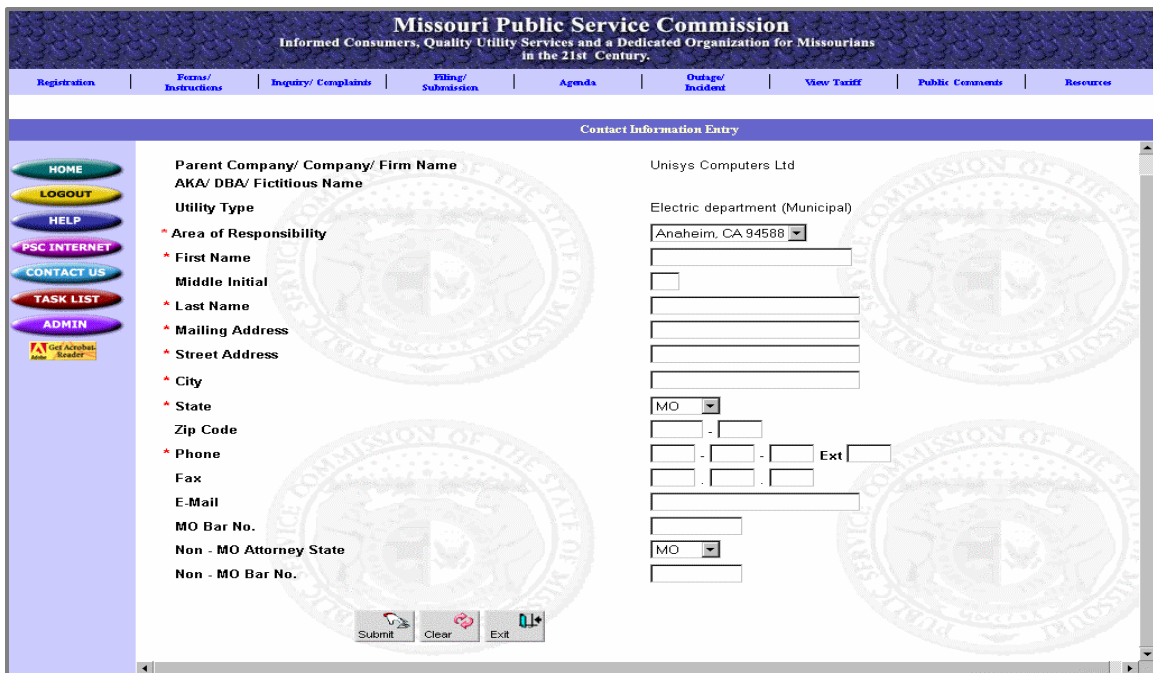
Add Delete Exit

Only internal users will have a drop-down option for the Utility Type and Company Name fields.



The Contact Information Entry screen is to add or edit contact detail information for each person belonging to the utility company into the system and to get a "Contact-ID". If the user changes information and tries to exit before pressing the Submit button, the message "Do you want exit before submitting?" will appear.

### Contact Information Entry Screen



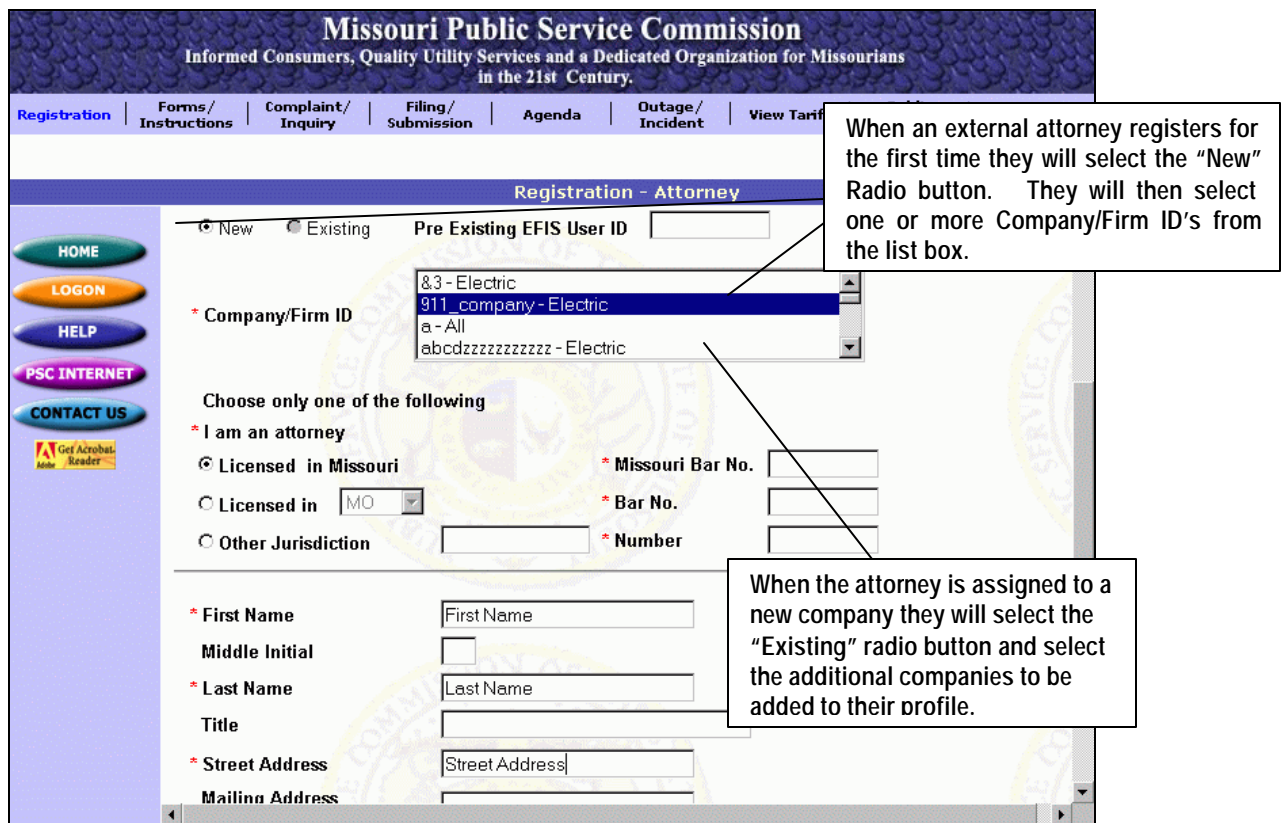
- ❖ One person can have multiple areas of responsibility for one company.
- ❖ One person can represent multiple companies.
- ❖ When internal staff members are logging on, then the user will have to select the utility type, utility company and then the area of responsibility.
- ❖ When an external user (representative for a company) is logged on, a select list values will be populated as display fields.

## 2.4 Attorney Registration

The Attorney Registration screen is where a new attorney is registered into CMS and receives their "Attorney ID".

A new Attorney ID is generated internally and the user is taken to the Password screen (see the Password screen on page 15) to create a password. After a password has been created, the user will be taken to a Result screen where they will find their User ID.

### Attorney Registration Screen



**Missouri Public Service Commission**  
Informed Consumers, Quality Utility Services and a Dedicated Organization for Missourians in the 21st Century.

Registration | Forms/Instructions | Complaint/Inquiry | Filing/Submission | Agenda | Outage/Incident | View Tariffs

**Registration - Attorney**

☒ New ☐ Existing Pre Existing EFIS User ID

\* Company/Firm ID

Choose only one of the following

\* I am an attorney

☒ Licensed in Missouri

☐ Licensed in MO

☐ Other Jurisdiction

\* Missouri Bar No.

\* Bar No.

\* Number

\* First Name

Middle Initial

\* Last Name

Title

\* Street Address

Mailing Address

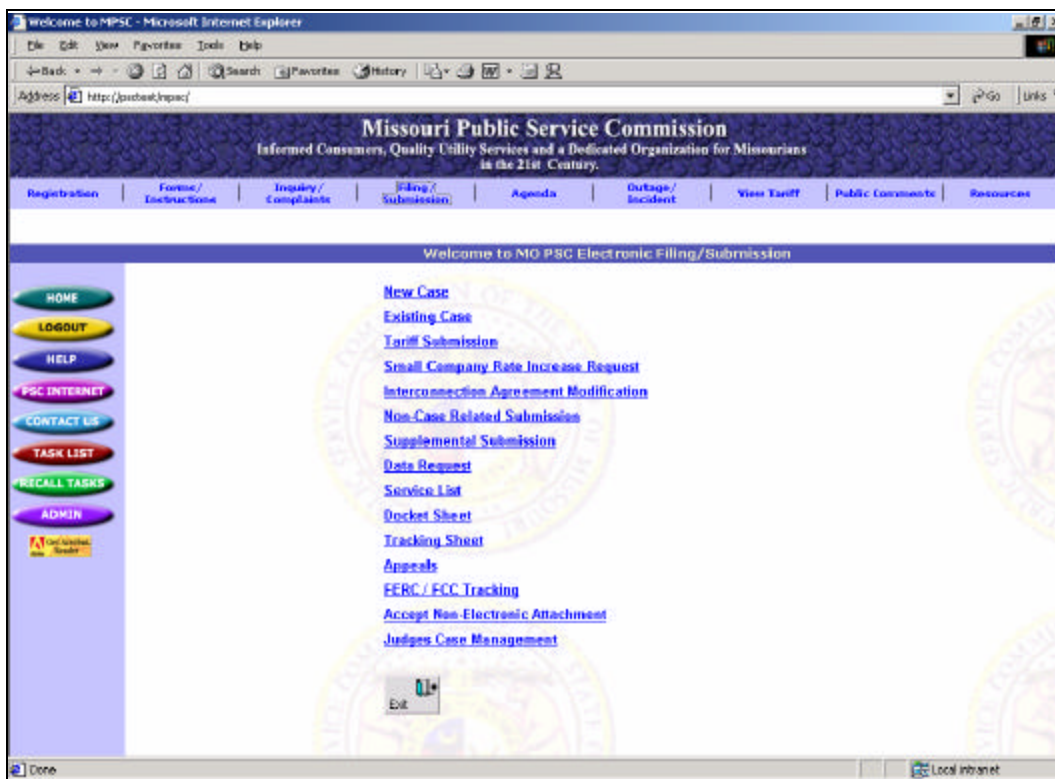
When an external attorney registers for the first time they will select the "New" Radio button. They will then select one or more Company/Firm ID's from the list box.

When the attorney is assigned to a new company they will select the "Existing" radio button and select the additional companies to be added to their profile.

### 3 Filing and Submission Process

The Filing / Submission section allows a user to electronically file a document with the PSC. Filings are accepted through web, fax or mail. If the filer is filing through web, they will logon into CMS, select Filing / Submission, then New Case Filing and then complete the form. The soft copy of the relevant documents will be sent as an attachment. PSC employees can also enter a case, on behalf of an individual or company, which is received through mail or fax and the documents will be scanned and entered into the system. The PSC staff themselves can file a case.

#### Filing Submission Menu Screen



### 3.1 New Case Filing

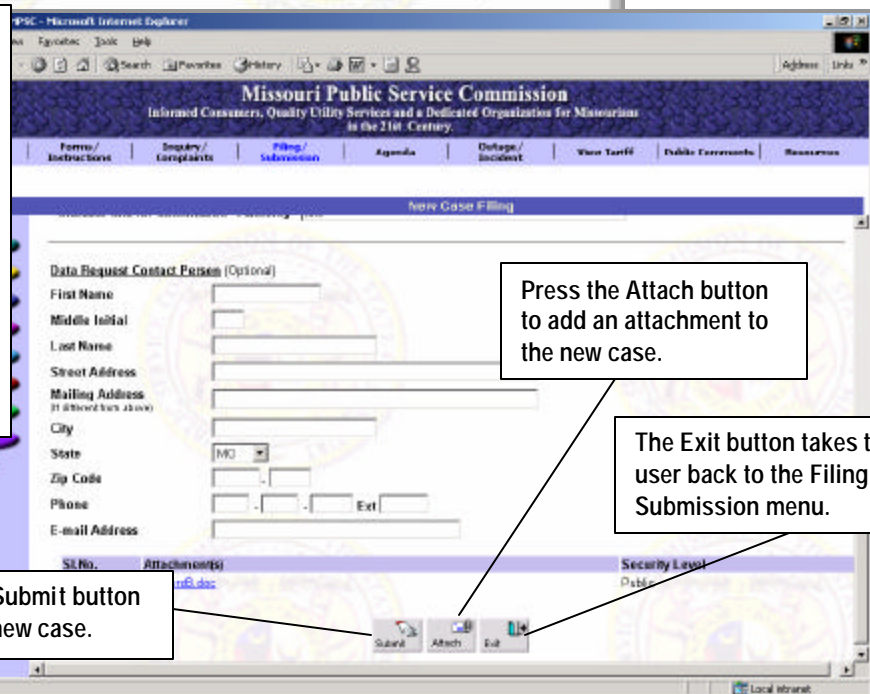
This process is to accept the filings in a new case. Filings are accepted through web, fax or mail. If the filer is filing through web, the filer will logon into CMS, select Filing / Submission, then New Case Filing and complete the form. The soft copy of the relevant documents will be sent as an attachment. PSC employees can also enter a case, on behalf of an individual or company, which is received through mail or fax and the documents will be scanned and entered into the system. The PSC staff themselves can file a case.

#### New Case Filing Screens



Mandatory fields are marked with a red asterisk (\*).

If the External Filer files a New Case and selects Type of Case as "Interconnection Agreements" and Type of Filing as "Applications" then only for Utility Types based on Telecommunications (i.e. CLEC, CLEC/IXC, ILEC, IXC & Payphones), the filer has to select the Company 2 Name for the Agreement. The Company 2 Name can either be a Certified Utility Company or can be a non-certified company that is not registered with PSC. The Non-Certified company can be selected by the Manual Override option.



Press the Attach button to add an attachment to the new case.

The Exit button takes the user back to the Filing Submission menu.

Press the Submit button to file the new case.

| Field / Button                                  | Description   |
|---|---|
| Utility Type                                    | The type of utility must be selected for the case to be filed.  |
| Filing on Behalf of                             | A single or multiple companies may be selected.   |
| Type of Case                                    | The type of case must be selected from a drop down list.  |
| Type of Filing                                  | The type of filing must be selected from a drop down list.  |
| Related Informal Tracking No.                   | A related tracking number for the case, such as a Complaint or Inquiry, Tariff, Small Rate Case number, etc. may be entered.  |
| Service Area                                    | This is only applicable if type of case is CLEC. The user can select the service area for the type of case.   |
| Type of Service Offered                         | One of these boxes must be checked if the type of service for the case is residential, business or prepaid.   |
| Style of Case                                   | The style of the case must be entered. The case style is dependant of the type of case & type of filing filed by the external user and PSC staff filing on behalf of the user. This field will hold up to 1500 characters.  |
| Title of Filing / Submission                    | The title of the filing and submission must be entered. The title of the filing document submitted by the external user, is dependant on the Type of Case. This field will hold up to 1500 characters.  |
| Clear and Concise Statement of Relief Requested | The Statement of Relief must be entered. Since a case filing is filed based on the type of case & type of filing, the exact relief requested has to be entered by the external filer citing the reasons for the type of filing. This field will hold up to 1500 characters. |
| Indicate Cite for Commission Authority          | The Cite for Commission Authority must be entered. This field will hold up to 55 characters.  |
| First Name                                      | The first name of the data request contact person should be entered. This field will hold up to 15 characters.  |
| Middle Name                                     | The middle initial of the data request contact person should be entered. This field will hold 1 character.  |
| Last Name                                       | The last name of the data request contact person should be entered. This field will hold up to 25 characters.   |
| Street Address                                  | The street address of the data request contact person should be entered. This field will hold up to 25 characters.  |

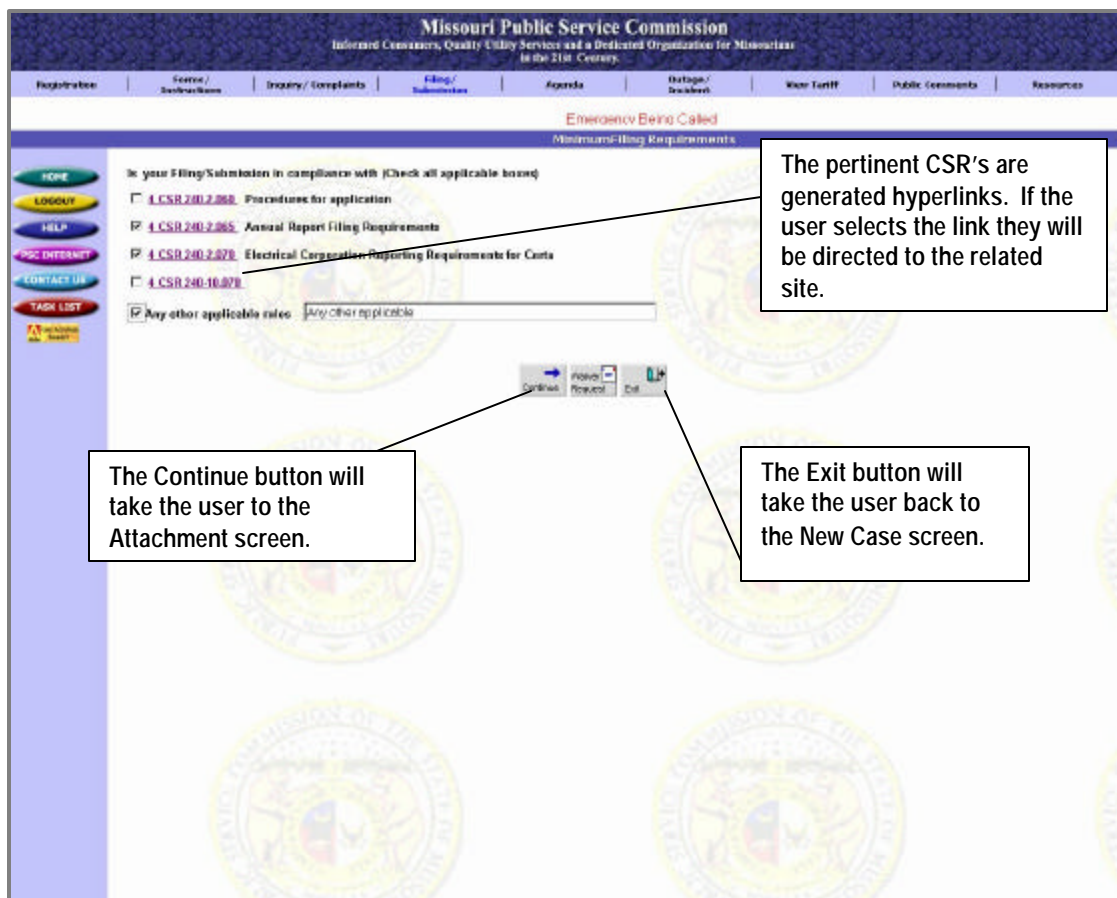


| Field / Button  | Description   |
|-----------------|---|
| Mailing Address | The mailing address of the data request contact person should be entered if it is different from the street address. This field will hold up to 55 characters.  |
| City            | The city of the data request contact person should be entered. This field will hold up to 25 characters.  |
| State           | The state of the data request contact person should be selected from the drop down list.  |
| Zip Code        | The zip code of the data request contact person should be entered.  |
| Phone           | The telephone number of the data request contact person should be entered.  |
| Email           | The email address of the data request contact person should be entered. This field will hold up to 40 characters.   |
| Sl. No.         | Shows the count of attachments. This is a serial identification number column displaying an ascending count of the number of attachments made.  |
| Attachment(s)   | Displays the name of each attachment.   |
| Security Level  | Shows the security level of the attached document.  |
| Submit          | Initially the Submit button is disabled. After the user has filled in the details for the case and attached the required files, the Submit button will be enabled and the user can submit the case. All of the mandatory fields must be completed.  |
| Continue        | The mandatory fields are validated. If data has not been entered for one of the mandatory fields then an error messages will appear. After mandatory fields have been completed, the user is taken to the Minimum Filing Requirements screen. There is a Minimum Filing Requirements for each Type of Filing & Type of Case filed by the External User, so the user while filing the Case, is aware of the Minimum Filing Requirements. |
| Attach          | The Attach button can be used after the required documents for the case have been attached and if another document needs to be attached. This button will take the user to the Attachment screen.   |
| Exit            | When this button is pressed, the message, "Do you want to exit without submitting?" will appear. If OK is selected, then the user will be taken back to the Filing / Submission menu.   |

### 3.1.1 Minimum Filing Requirements

The system will identify the minimum filing requirements depending on type of case and type of utility. The system will generate the minimum requirements (Code of State Regulations -- CSRs) to be fulfilled by the case. A user will check for the CSRs that are generated along with the filing.

#### Minimum Filing Requirements



**Missouri Public Service Commission**  
Informed Consumers, Quality Utility Services and a Dedicated Organization for Missourians in the 21st Century.

Registration | Service / Satisfaction | Inquiry / Complaints | **Filing / Submissions** | Agenda | Hearings / Decisions | Water Tariff | Public Comments | Resources

**Emergency Being Called**  
Minimum Filing Requirements

Are your Filing/Submission in compliance with (Check all applicable boxes)

- ☐ 4 CSR 240.2.060: Procedures for application
- ☒ 4 CSR 240.2.065: Annual Report Filing Requirements
- ☒ 4 CSR 240.2.070: Electrical Corporation Reporting Requirements for Costs
- ☐ 4 CSR 240.10.070
- ☒ Any other applicable rules:

**Buttons:** Continue, New Case, Exit

**Callouts:**

- The pertinent CSR's are generated hyperlinks. If the user selects the link they will be directed to the related site.
- The Continue button will take the user to the Attachment screen.
- The Exit button will take the user back to the New Case screen.

| Field / Button              | Description   |
|-----------------------------|---|
| Minimum Filing Requirements | All of the minimum filing requirements related to the case must be selected.  |
| CSRs                        | If this hyperlink is selected, the user will be directed to the related CSR site.   |
| Any other applicable rules  | If there are any other applicable rules other than the ones mentioned, this box must be checked. The user must then enter |

| Field / Button | Description  |
|----------------|--|
|                | applicable rule (up to 20 characters).   |
| Continue       | This button takes the user to the Attachment screen.   |
| Waiver Request | If there is not any applicable rule, then this button can be used to take the user to the Waiver Request screen. |
| Exit           | This button will take the user to the New Case Filing screen.  |

### 3.1.2 Waiver Request Process

When the Waiver Request button is selected, this screen will appear. If a waiver is requested, then the user is always in compliance with the minimum filing requirements and the system will accept the case. A single waiver can be attached for more than one CSR.

#### Waiver Request Screen



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Informed Consumers, Quality Utility Services and a Dedicated Organization for Missourians in the 21st Century.

Registration | Forms/Instructions | Inquiry/Complaints | **Filing/Submissions** | Agenda | Outage/Incident | View Tariff | Public Comments | Resources

**Filing/Submission Waiver Request**

If requesting a waiver, please provide the cite for waiver requested and the rationale.

For waiver requested and the rationale.

Attach Waiver | Exit

The Attach Waiver button takes the user to the Attachment screen.

The Exit button takes the user to the Minimum Filing Requirement screen.

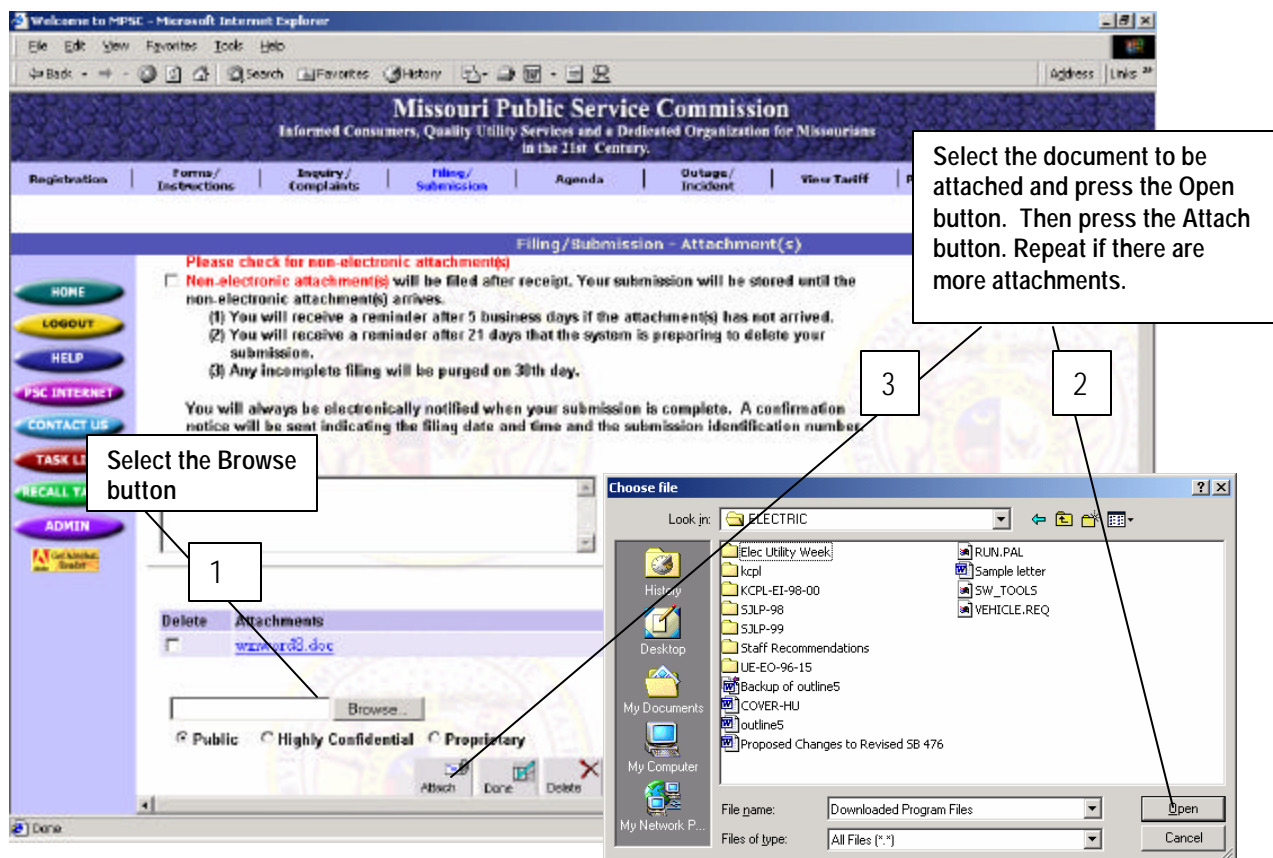


| Field / Button  | Description   |
|---|---|
| If requesting a waiver, please provide the cite for waiver requested and the rationale. | The user has to enter the cite for waiver requested.  |
| Attach Waiver   | If the user has attached the cite for the waiver request then the user is taken to the Attachment screen. |
| Exit  | The user is taken to the Minimum Filing Requirement screen.   |

### 3.1.3 Attachment Process

This process will be common to many modules. The user can attach either scanned documents or previously saved documents to the current submission by using the Attach button and subsequent options. When all appropriate documents have been attached, the user will select the Done with Attach button. This will return the user to the previous Filing screen. If the user wants to delete an attached document, they can check the box next to the unwanted attachment and then press the Delete button.

#### Attachment Screens 1 & 2



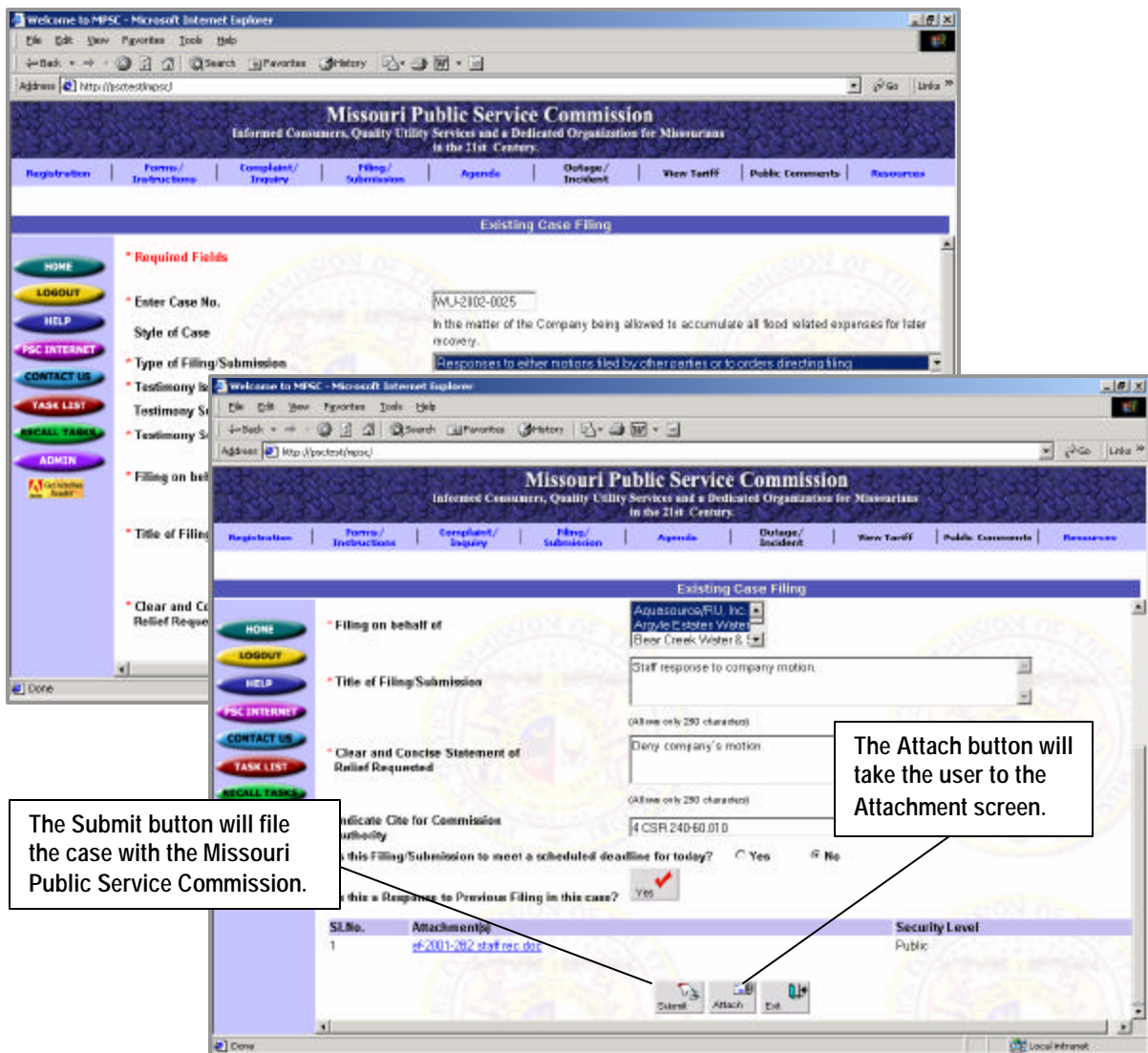
The user will:

- 1) Select the Attach button to open the Attachment screen.
- 2) Click the Browse button and navigate to the desired file's location.
- 3) Either double-click the file, or click the file once and then click the Open button.
- 4) Click the Attach button. Repeat steps 2) – 4) until the appropriate and / or necessary files are attached.
- 5) Click the Done with Attach button to leave the Attachment screen and return to the previous screen.

## 3.2 Existing Case Process

The process is to accept additional filings for an existing case. If the filing is accepted through web, fax or mail then, depending on the type of filing, the document is routed to the assigned staff member. Depending on the type of filing, the documents are either sent for 'Minimum Requirements' or 'Content Review' or accepted without any check. Accordingly the documents are routed first to the Record Room Staff and then to the assigned staff member.

### Existing Case Details



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Informed Consumers, Quality Utility Services and a Dedicated Organization for Missourians in the 21st Century.

Registration | Forms/Instructions | Complaint/Inquiry | Filing/Submissions | Agenda | Outage/Incident | View Tariff | Public Comments | Resources

**Existing Case Filing**

**\* Required Fields**

\* Enter Case No.

Style of Case  
In the matter of the Company being allowed to accumulate all flood related expenses for later recovery.

\* Type of Filing/Submission

\* Filing on behalf of

\* Title of Filing/Submission

(Allow only 250 characters)

\* Clear and Concise Statement of Relief Requested

(Allow only 250 characters)

4 CSR 240-60.010

Indicate Cite for Commission authority  
this Filing/Submission to meet a scheduled deadline for today? ☐ Yes ☒ No

this a Response to Previous Filing in this case? ☒ Yes ☐ No

SL No. 1 Attachment(s) [at-001-002 staff res.doc](#) Security Level: Public

**Buttons:** Submit, Attach, Edit

**Callouts:**

- The Submit button will file the case with the Missouri Public Service Commission.
- The Attach button will take the user to the Attachment screen.

| Field / Button  | Description   |
|---|---|
| Enter Case No.  | The case number should be entered.  |
| Style of Case   | The style of case related to the entered case number will be displayed.   |
| Scanned Documents   | This hyperlink is available only to internal users.   |
| Type of Filing / Submission   | The Type of Filing / Submission for the case must be selected from the drop down list for the existing case.  |
| Testimony Issue   | The Testimony Issue must be selected from the drop down list for the existing case.   |
| Testimony Sub Issue 1   | The Testimony Sub Issue 1 must be selected from the drop down list for the existing case.   |
| Testimony Sub Issue 2   | The Testimony Sub Issue 2 must be selected from the drop down list for the existing case.   |
| Filing on behalf of   | The companies on behalf of which the user is filing the case must be entered.   |
| Title of Filing / Submission  | The title of the filing / submission for the existing case must be entered.   |
| Clear and Concise Statement of Relief Requested                     | The Statement of Relief Requested for the existing case must be entered.  |
| Indicate Cite for Commission Authority                              | The user must indicate the Cite for Commission Authority for the existing case.   |
| Is this Filing / Submission to meet a scheduled deadline for today? | If the scheduled deadline for the filing / submission is today, the "Yes" box should be checked, otherwise the "No" box should be selected.   |
| Is this a Response to Previous Filing in this case?                 | If this is a response to a previous filing, the Yes button should be selected and the user will be taken to the Response to Previous Filing screen.   |
| Submit  | Initially the Submit button is disabled. After the user has filled in the details for the case and attached the required files, the Submit button will be enabled and the user can submit the case. All of the mandatory fields must be completed.  |
| Continue  | Initially the Continue button is enabled. When selected, all of the mandatory fields will be checked and then the user will be taken to the Attachment screen where they can make an electronic and/or non-electronic attachment. If the filing type is a Motion to Intervene, then the user will be directed to the Add Subscriber |

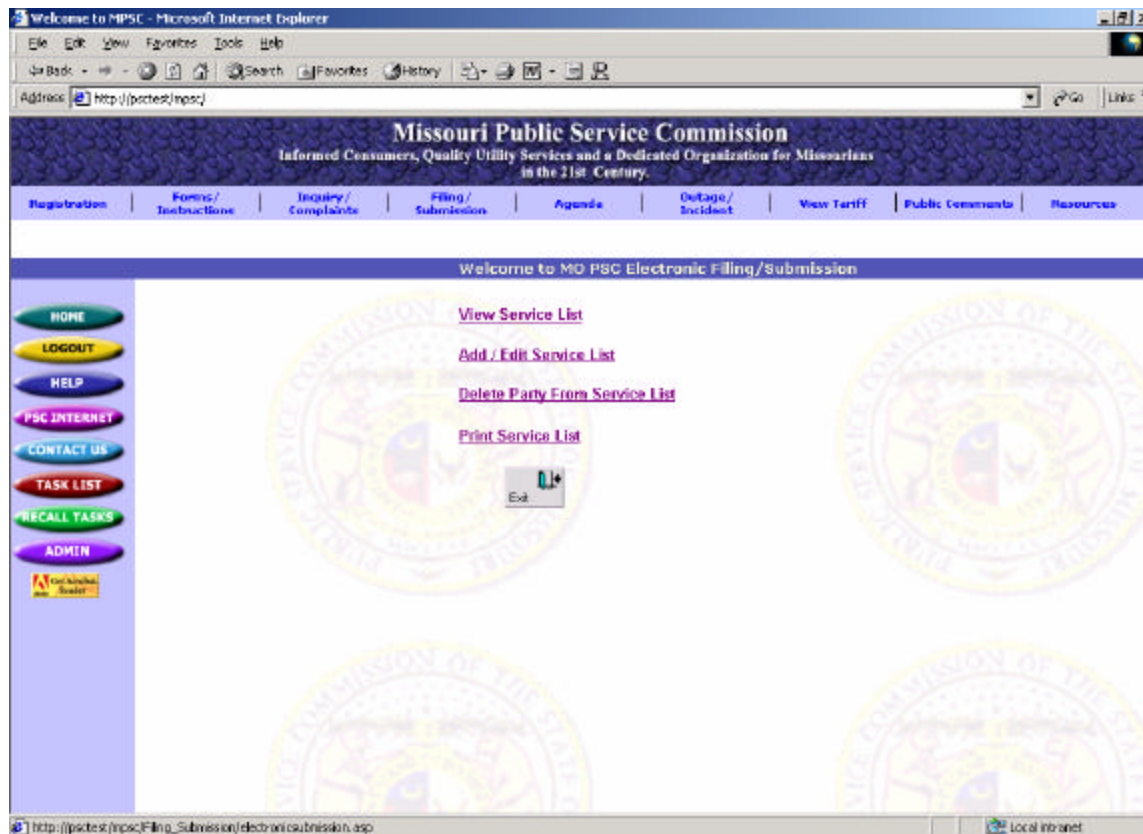
| Field / Button | Description   |
|----------------|---|
|                | screen. If data has not been entered for one of the mandatory fields then an error messages will appear.  |
| Attach         | Initially the Attach button is invisible. The Attach button can be used after the required documents for the case have been attached and if another document needs to be attached. This button will take the user to the Attachment screen. |
| Exit           | The user can exit the existing case by pressing the Exit button.  |

### 3.3 Service List

A Service list contains the details of the members who are involved in the case. This process is used and is common for Commission and Appellate cases.

Only authorized internal staff members and external users (based on their User ID) have access to these screens. The user should select the links from the Service List menu bar.

#### Service List Menu Screen

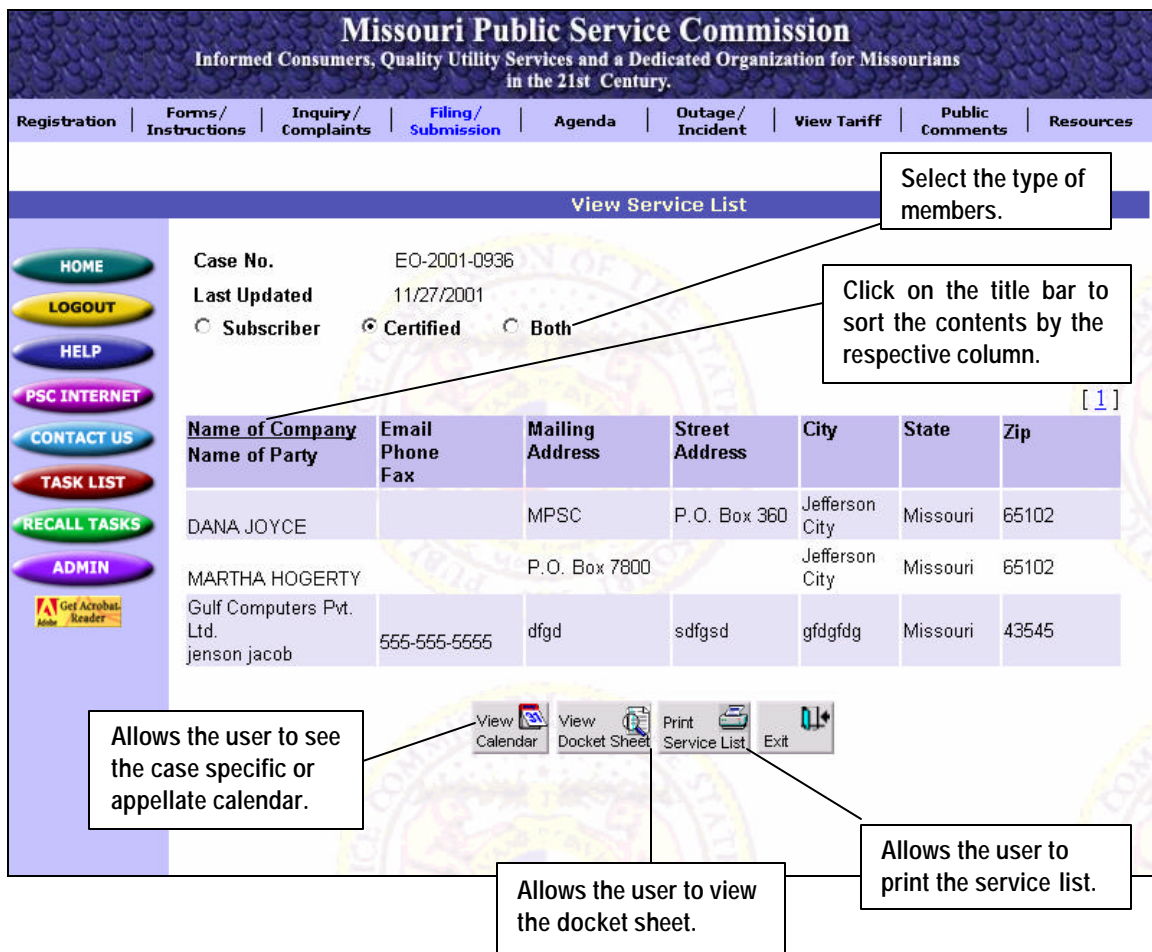




### 3.3.1 View Service List

This screen is used to view all members of an existing service list for a particular case. (Both external & internal users) The details are displayed according to the case number and the type of members entered by the user. Even the calendar & docket sheet details are displayed according to the case number.

#### View Service List Screen



**Missouri Public Service Commission**  
Informed Consumers, Quality Utility Services and a Dedicated Organization for Missourians in the 21st Century.

Registration | Forms/Instructions | Inquiry/Complaints | **Filing/Submission** | Agenda | Outage/Incident | View Tariff | Public Comments | Resources

**View Service List**

Case No. EO-2001-0936  
Last Updated 11/27/2001  
☐ Subscriber ☒ Certified ☐ Both

Select the type of members.

Click on the title bar to sort the contents by the respective column.

| Name of Company<br>Name of Party         | Email<br>Phone<br>Fax | Mailing<br>Address | Street<br>Address | City           | State    | Zip   |
|--|-----------------------|--------------------|-------------------|----------------|----------|-------|
| DANA JOYCE                               |                       | MPSC               | P.O. Box 360      | Jefferson City | Missouri | 65102 |
| MARTHA HOGERTY                           |                       | P.O. Box 7800      |                   | Jefferson City | Missouri | 65102 |
| Gulf Computers Pvt. Ltd.<br>jenson jacob | 555-555-5555          | dfgd               | sdfgsd            | gfdgfdg        | Missouri | 43545 |

[ 1 ]

Allows the user to see the case specific or appellate calendar.

Allows the user to view the docket sheet.

Allows the user to print the service list.

View Calendar | View Docket Sheet | Print Service List | Exit

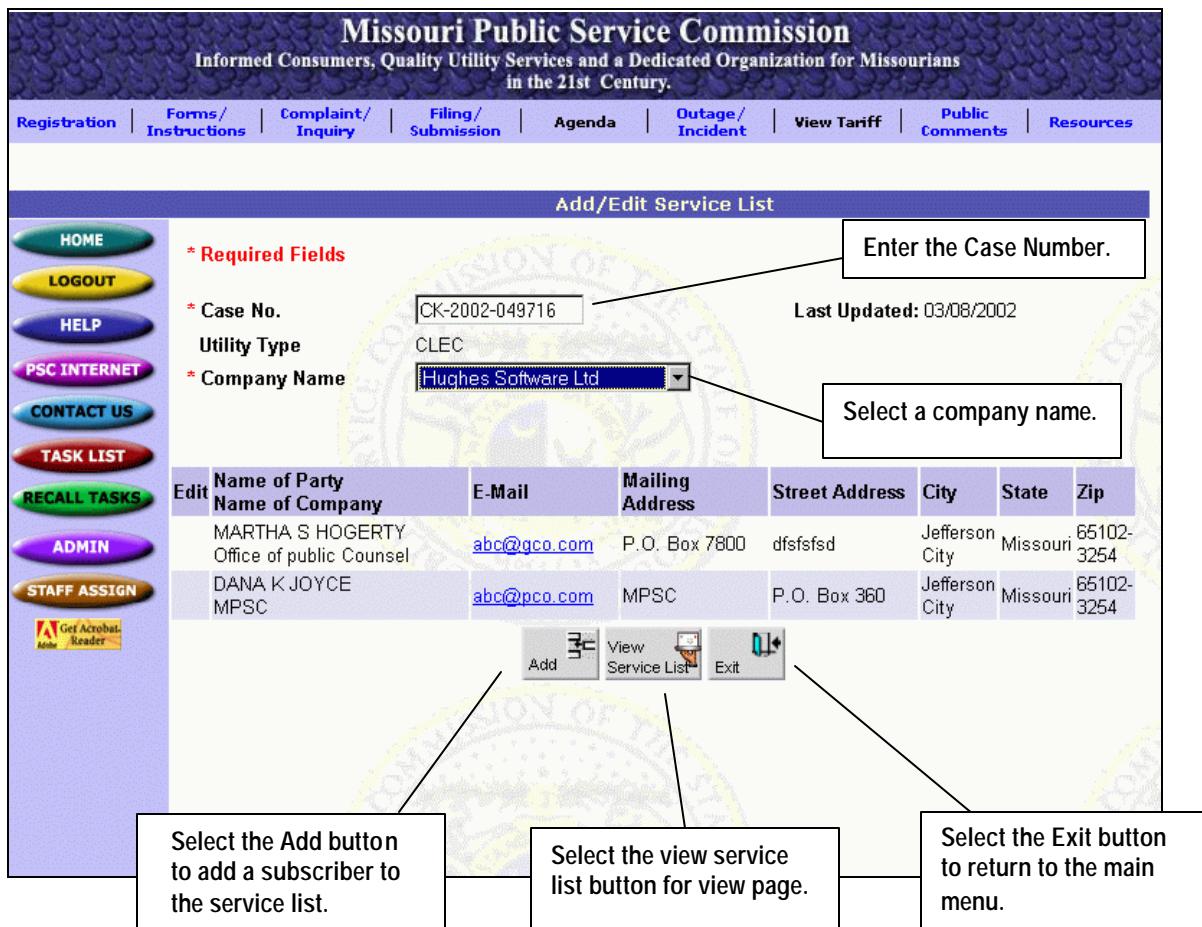
| Fields                          | Description   |
|---------------------------------|---|
| Case No.                        | Accepts the case number. If the case number is not valid than "Case Number: XXX Does not Exist" message is displayed and if no members are available than "No member Exists". |
| Last updated date               | Displays the last updated date for the case number.   |
| Subscriber or Certified or Both | Allows the user to select the type of the members, if not exists than "No members exists" message is displayed. Default Both option is selected.                              |
| Company Name/Name of Party      | Upon selecting this field the list is sorted by company name / party name   |
| E-mail/Phone/Fax                | Upon selecting this field the list is sorted by E-mail / Phone / Fax  |
| Mailing Address                 | Upon selecting this field the list is sorted by mailing address   |
| Street Address                  | Upon selecting this field the list is sorted by street address  |
| City                            | The list will be sorted by city   |
| State                           | Upon selecting this field sorts the list by state   |
| Zip                             | Upon selecting this field sorts the list by zip   |
| Case No.                        | Accept the case number if case number is not valid than displays the message "No Records Exist" else displays the details of subscriber and certified members.                |
| Subscriber Certified Both       | Allows users to select the category of members  |



### 3.3.2 Add Subscriber Service List

This screen is used to add / edit / display the subscriber service list details for the entered case number and company name. The generated report can be based on only case number and company name. The case number is entered manually and the company name is selected from the List Box. On search the details are displayed for the selected criteria. The page navigation bar at the top-right hand corner below company name is used to navigate to the next 10 set of records.

#### View Add/Edit Subscriber Service List Search Screen



**Missouri Public Service Commission**  
Informed Consumers, Quality Utility Services and a Dedicated Organization for Missourians in the 21st Century.

Registration | Forms/Instructions | Complaint/Inquiry | Filing/Submission | Agenda | Outage/Incident | View Tariff | Public Comments | Resources

**Add/Edit Service List**

\* Required Fields

\* Case No. CK-2002-049716 Last Updated: 03/08/2002

Utility Type CLEC

\* Company Name Hughes Software Ltd Select a company name.

| Edit | Name of Party    | Name of Company          | E-Mail      | Mailing Address | Street Address | City           | State    | Zip        |
|------|------------------|--------------------------|-------------|-----------------|----------------|----------------|----------|------------|
|      | MARTHA S HOGERTY | Office of public Counsel | abc@gco.com | P.O. Box 7800   | dfsfsfd        | Jefferson City | Missouri | 65102-3254 |
|      | DANA K JOYCE     | MPSC                     | abc@pco.com | MPSC            | P.O. Box 360   | Jefferson City | Missouri | 65102-3254 |

Add View Service List Exit

Select the Add button to add a subscriber to the service list.

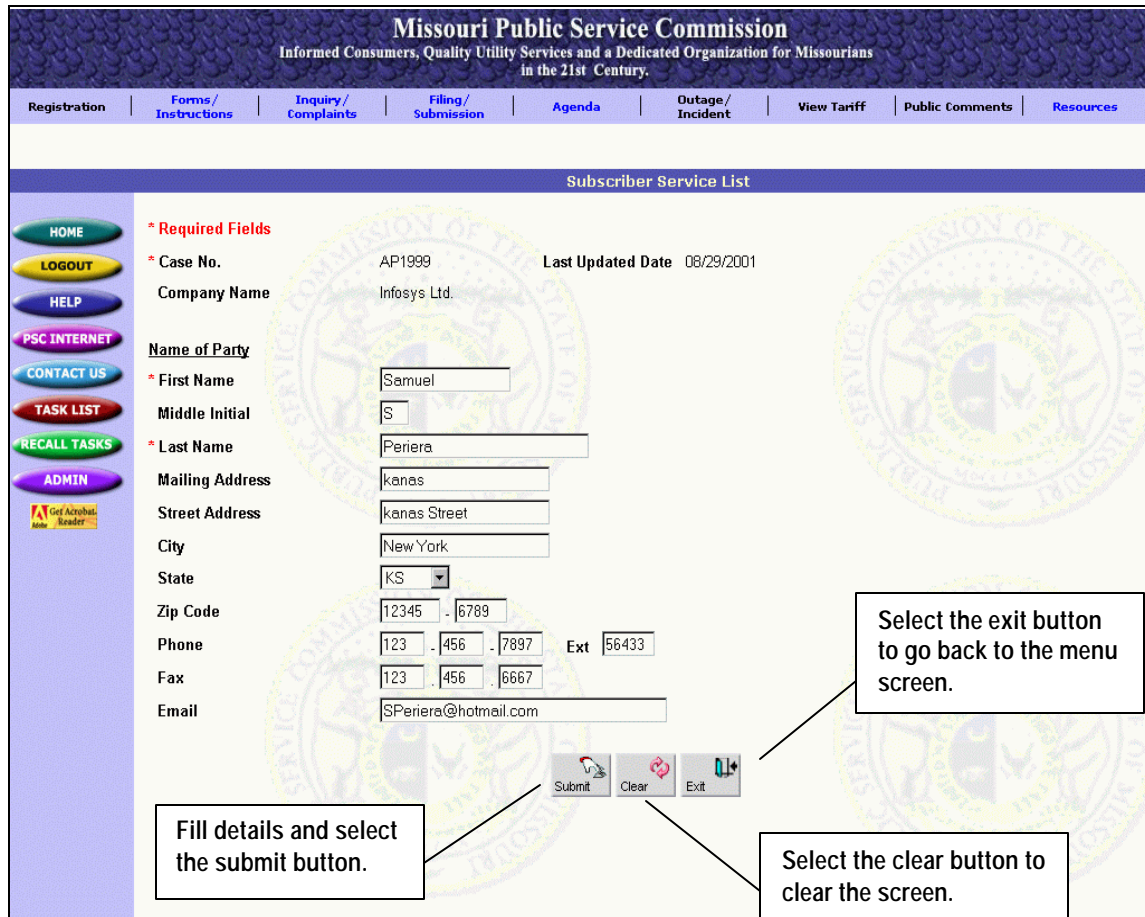
Select the view service list button for view page.

Select the Exit button to return to the main menu.

| Fields            | Description   |
|-------------------|---|
| Case No           | This field accepts a case number. Enter only alphanumeric characters or an alert message "case no has to alphanumeric characters", will be displayed. The field is 14 characters in length.   |
| Last Updated Date | On tab of a case number, the last updated date is displayed.  |
| Company Name      | Select a company name from the list box. Upon selecting a company name, if there are records based on the case number and company name then in the same page the records are displayed below. The user can either add new appeals or update the existing one. |
| Edit              | Select the edit button to go to the edit page to update the record.   |
| Name Of Party     | This field displays the name of the contact person.   |
| E-Mail            | After selecting this option outlook express will be opened, to send a mail to the required individual.  |
| City              | This field displays the city name.  |
| State             | This field displays the state name.   |
| Add               | Selecting this field will send the user to the Add screen to add a service list.  |
| View Service List | Selecting this field will send the user to the view service list screen.  |
| Exit              | If the document is not submitted then the message " Do you want to exit, without submit " is displayed. On click of OK goes to the Service List menu.   |

This screen is used to add a new subscriber service list for a user-specified case number and company name.

### Add/Edit Subscriber Service List Screen



**Missouri Public Service Commission**  
Informed Consumers, Quality Utility Services and a Dedicated Organization for Missourians in the 21st Century.

Registration | Forms / Instructions | Inquiry / Complaints | Filing / Submission | Agenda | Outage / Incident | View Tariff | Public Comments | Resources

**Subscriber Service List**

**\* Required Fields**

\* Case No. AP1999 Last Updated Date 08/29/2001

Company Name Infosys Ltd.

**Name of Party**

\* First Name Samuel

Middle Initial S

\* Last Name Periera

Mailing Address kanas

Street Address kanas Street

City New York

State KS

Zip Code 12345 - 6789

Phone 123 - 456 - 7897 Ext 56433

Fax 123 - 456 - 6667

Email SPeriera@hotmail.com

Submit Clear Exit

Fill details and select the submit button.

Select the exit button to go back to the menu screen.

Select the clear button to clear the screen.

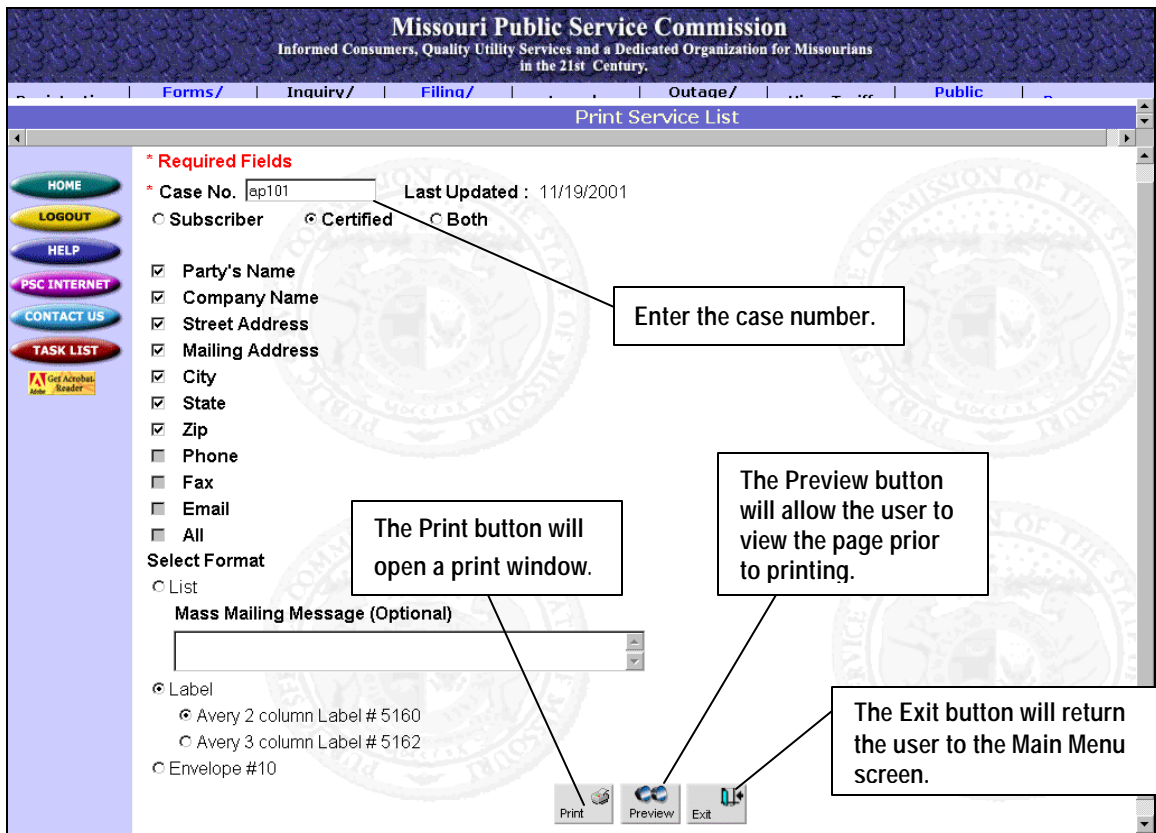
| Fields/Button     | Description  |
|-------------------|--|
| Case no           | Displays the case number from the previous screen. |
| Last Updated Date | Displays the last updated date.                    |
| Company Name      | Displays the company name.                         |

| Fields/Button   | Description  |
|-----------------|--|
| First Name      | Enter the first name. It is a mandatory field.   |
| Middle Initial  | Enter the middle initial.  |
| Last Name       | Enter the last name. It is a mandatory field   |
| Mailing Address | Enter the mailing address.   |
| Street Address  | Enter the street address.  |
| City            | Enter the city name.   |
| State           | Select a value from the state list box.  |
| Zip Code        | Enter a zip code, numeric, format 5 or 5 – 4.  |
| Phone           | Enter a phone number, format 3-3-4   |
| Ext.            | Enter an extension number, not a mandatory field. Five digits in length.   |
| Fax             | Enter a fax number, format 3-3-4   |
| Email           | Enter the email ID.  |
| Submit          | <p>The following messages will be displayed if data is missing or inaccurately entered:</p> <ul style="list-style-type: none"> <li>❖ "First Name cannot be left blank".</li> <li>❖ "Last Name cannot be left blank".</li> <li>❖ "invalid Zip Code – format 5 or 5 - 4"</li> <li>❖ "invalid Phone No format 3-3-4".</li> <li>❖ "invalid Fax No format 3-3-4".</li> <li>❖ "Invalid E-mail ID". i.e. Paul@hotmail.com.</li> </ul> <p>If valid data is entered, then it inserts/updates a record and displays a message "Record Saved Successfully".</p> |
| Clear           | Select this button and all the text boxes are cleared.   |
| Exit            | If the document is not submitted then the message " Do you want to exit, without submit " is displayed. If OK is selected it will take the user the Add/Edit Service List menu.  |

### 3.3.3 Print Service List

This screen is used to print the service list details for the entered case for subscribers or certified or both. The generated report can be based on the selected criteria such as party's name, company's name etc. The print format can be either a List or Label or Envelope. When previewing the report is displayed for the selected criteria in front of the user.

#### Print Service List Initial Screen



**Missouri Public Service Commission**  
Informed Consumers, Quality Utility Services and a Dedicated Organization for Missourians in the 21st Century.

Forms/ Inquiry/ Filing/ Outage/ Public

**Print Service List**

**\* Required Fields**

\* Case No.  Last Updated : 11/19/2001

☐ Subscriber ☒ Certified ☐ Both

☒ Party's Name  
☒ Company Name  
☒ Street Address  
☒ Mailing Address  
☒ City  
☒ State  
☒ Zip  
☐ Phone  
☐ Fax  
☐ Email  
☐ All

**Select Format**

☐ List

**Mass Mailing Message (Optional)**

☒ Label  
☒ Avery 2 column Label # 5160  
☐ Avery 3 column Label # 5162  
☐ Envelope #10

**Buttons:** Print, Preview, Exit

**Callouts:**

- Enter the case number.
- The Print button will open a print window.
- The Preview button will allow the user to view the page prior to printing.
- The Exit button will return the user to the Main Menu screen.

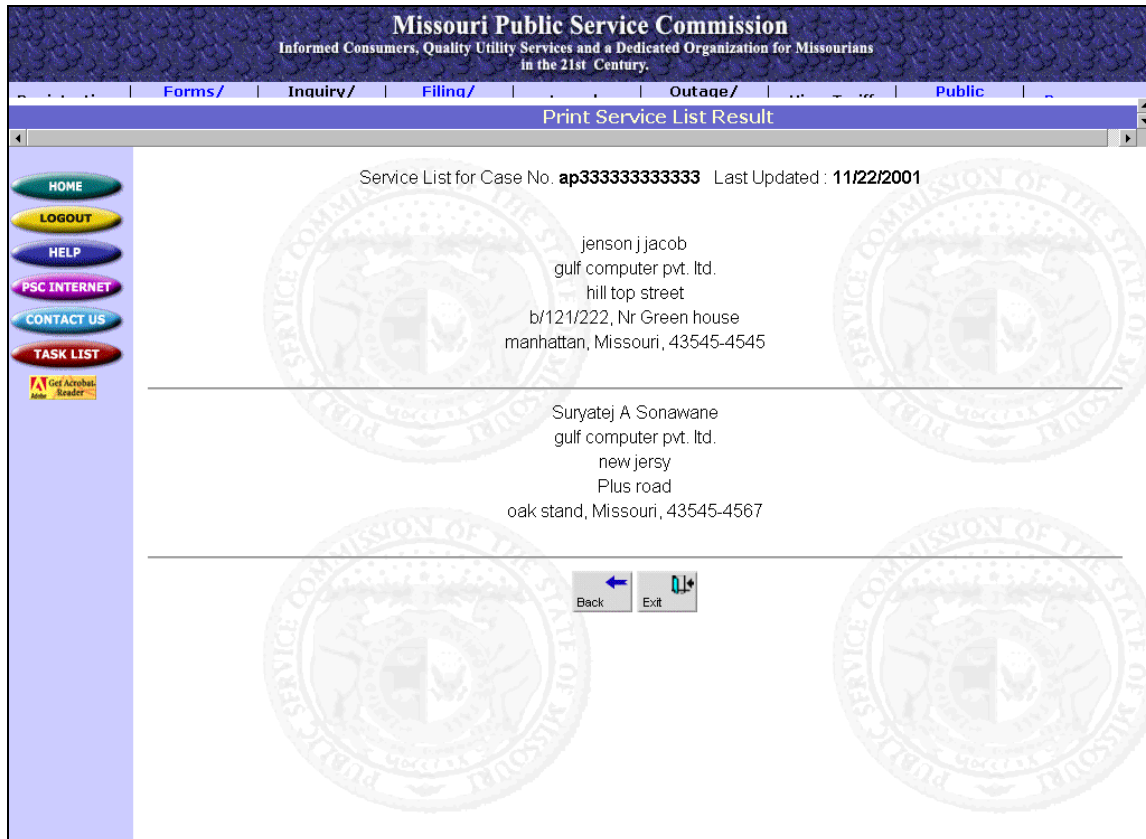
| Fields                      | Description   |
|-----------------------------|---|
| Case No.                    | This field accepts a case number. Enter only alphanumeric characters or it displays alert message "Invalid Case No." will appear. |
| Last Updated Date           | When a case number is typed in, the last updated date for the case will be displayed.   |
| Name Of Party               | This field will display the name of the party, this selection is mandatory.   |
| Company Name                | This field will display the company name, this selection is mandatory.  |
| Street Address              | This field will display the street address, this selection is mandatory.  |
| Mailing Address             | This field will display the mailing address, this selection is mandatory.   |
| City                        | This field will display the city, this selection is mandatory.  |
| State                       | This field will display the state name, this selection is mandatory.  |
| Zip                         | This field will display the zip code, this selection is mandatory.  |
| Phone                       | This field will display the phone number, this selection is mandatory.  |
| Fax                         | This field will display the Fax no, this selection is mandatory.  |
| Email                       | This field will display the email, this selection is mandatory.   |
| All                         | This field will display all the details this selection is mandatory.  |
| List                        | This field will display the details in a list format, this selection is mandatory.  |
| Mass mailing message        | Mass mailing message text area get enabled if list option is selected. Enter the mailing message.                                 |
| Label                       | This field will display in a label format, this option selection is mandatory.  |
| Avery 2 column Label # 5160 | This field will display in a Avery 2 column label #5160, this selection is mandatory.   |
| Avery 3 column Label # 5162 | This field will display in a Avery 3 column label #5162, this selection is mandatory.   |
| Envelope #10                | This field will display in a Envelope #10 format, this selection is mandatory.  |
| Print                       | This button opens a print window and allows the user to print the document.   |



| Fields  | Description  |
|---------|--|
| Preview | This button takes the user to the Preview Service List screen. |
| Exit    | This button takes the user to the Service List Menu screen.    |

Upon selecting the Envelope #10 radio button. It will display the following screen for envelope. It displays the data of the options selected from search page.

### Print Service List Result Screen - Envelope



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Informed Consumers, Quality Utility Services and a Dedicated Organization for Missourians  
in the 21st Century.

Forms/ Inquiry/ Filing/ Outage/ Public

Print Service List Result

Service List for Case No. **ap333333333333** Last Updated : **11/22/2001**

jenson jjacob  
gulf computer pvt. ltd.  
hill top street  
b/121/222, Nr Green house  
manhattan, Missouri, 43545-4545

Suryatej A Sonawane  
gulf computer pvt. ltd.  
new jersey  
Plus road  
oak stand, Missouri, 43545-4567

Back Exit

Upon selecting the Label radio button and type Avery 2 column Label # 5160. It displays the data for the options selected from the search screen.

### Print Service List Result Screen - Label



**Missouri Public Service Commission**  
Informed Consumers, Quality Utility Services and a Dedicated Organization for Missourians  
in the 21st Century.

Registration | Forms/Instructions | Complaint/Inquiry | Filing/Submission | Agenda | Outage/Incident | View Tariff | Public Comments | Resources

**Print Service List Result**

**Missouri Public Service Commission**  
Service List for Case No. CK-2002-049716 Last Updated: 03/08/2002

|  |  |
|--|--|
| MARTHA S HOGERTY<br>dfsfsfd<br>P.O. Box 7800<br>Jefferson City, Missouri, 65102-3254 | DANA K JOYCE<br>P.O. Box 360<br>MPSC<br>Jefferson City, Missouri, 65102-3254 |
|--|--|

Back Exit

Upon selecting the Label radio button and type Avery 3 column Label # 5162. It will display the following screen for Label of 3 column. It displays the data for the options selected from the search screen.

### Print Service List Result Screen - Label



**Missouri Public Service Commission**  
Informed Consumers, Quality Utility Services and a Dedicated Organization for Missourians in the 21st Century.

Registration | Forms/Instructions | Inquiry/Complaints | **Filing/Submission** | Agenda | Outage/Incident | View Tariff | Public Comments | Resources

**Print Service List Result**

Service List for Case No. **ap3333333333** Last Updated : **11/22/2001**

|  |  |   |
|--|--|---|
| jenson j jacob<br>gulf computer pvt. ltd.<br>hill top street<br>b/121/222, Nr Green house<br>manhattan<br>Missouri<br>43545-4545 | Suryatej A Sonawane<br>gulf computer pvt. ltd.<br>new jersey<br>Plus road<br>oak stand<br>Missouri<br>43545-4567 | Kannan H Iyer<br>gulf computer pvt. ltd.<br>33 union square,<br>1131/ jackson lane,<br>union city<br>Virginia<br>12345-6789 |
| Micheal j Jacob<br>gulf computer pvt. ltd.<br>george street<br>Nr lake view Appt.<br>grorgia<br>Missouri<br>43545-4533           |  |   |

Back Exit

| Fields/Button     | Description  |
|-------------------|--|
| Case No.          | This field displays the case number.   |
| Last Updated Date | This field displays the last updated date.                                   |
| Name Of Party     | This field displays the name of the party, if selected in the Search screen. |
| Company Name      | This field displays the company name, if selected in the Search screen.      |
| Street Address    | This field displays the street address, if selected in the Search screen.    |
| Mailing Address   | This field displays the mailing address, if selected in the Search screen.   |
| City              | This field displays the city name, if selected in the Search screen.         |
| State             | This field displays the state name, if selected in the Search screen.        |
| Zip Code          | This field displays the zip code, if selected in the Search screen.          |
| Phone             | This field displays the phone number, if selected in the Search screen.      |
| Fax               | This field displays the fax number, if selected in the Search screen.        |
| Email             | This field displays the email ID, if selected in the Search screen.          |
| Back              | This button returns the user to the previous page.                           |
| Exit              | This button returns the user to the Main Menu screen.                        |

### 3.4 Docket Sheet Process

This option is used to search for the list of all of the filings received for a particular case. The screen displays all the details like company names, status, consolidated to and from case numbers if existing, appealed from case number along with their item number details. Even the calendar & service list details are displayed according to the case number.

#### Docket Sheet Search Screen



**Missouri Public Service Commission**  
Informed Consumers, Quality Utility Services and a Dedicated Organization for Missourians in the 21st Century.

Registration | Forms/Instructions | Complaint/Inquiry | **Filing/Submission** | Agenda | Outage/Incident | View Tariff | Public Comments | Resources

**Docket Sheet**

**\* Required Fields**  
\* Case No.

Company Name(s)

Style of Case

Tracking No.

Status

Consolidated To

Consolidated From

Appealed To

| Item No. | Date Filed | Title of Filing | Filed on Behalf Of | In Response to Item No. |
|----------|------------|-----------------|--------------------|-------------------------|
| Exit     |            |                 |                    |                         |

After entering the Case Number the fields are populated with their corresponding data.



## Docket Sheet Result Screen

**Missouri Public Service Commission**  
 Informed Consumers, Quality Utility Services and a Dedicated Organization for Missourians  
 in the 21st Century.

[Registration](#) | [Forms/Instructions](#) | [Complaint/Inquiry](#) | [Filing/Submission](#) | [Agenda](#) | [Outage/Incident](#) | [View Tariff](#) | [Public Comments](#) | [Resources](#)

Docket Sheet

[HOME](#)

[LOGOUT](#)

[HELP](#)

[PSC INTERNET](#)

[CONTACT US](#)

[TASK LIST](#)

[RECALL TASKS](#)

[ADMIN](#)

[STAFF ASSIGN](#)



Case No. WU-2002-055318

Company Name(s) SowGemini

Style of Case [Style of Case](#)

Tracking No.

Status Open

Consolidated To

Consolidated From WO-2002-054317

Appealed To

| Item No.          | Date Filed | Title of Filing   | Filed on Behalf Of | In Response to Item No. |
|-------------------|------------|---|--------------------|-------------------------|
| <a href="#">1</a> | 03/11/2002 | Sowmya checking for SowGemini<br>Accept Non<br>Electronic - Title of<br>Filing/Submission |                    |                         |

[View Calendar](#) [View Service List](#) [Print](#) [Exit](#)

These underlined items are hyperlinks that open a window and show the user more information and/or the original documents respectively.

### 3.5 Small Company Rate Increase Proceeding

An External Filer can file a Small Company Rate Increase for only Water, Sewer & Gas utilities i.e only the following Utility Companies can file these request. Psc Staff can file on behalf of these utility companies. The filing is accepted and send to the concerned Utility Department for processing on submit of the form.

#### Small Company Rate Increase Screen



**Missouri Public Service Commission**  
Informed Consumers, Quality Utility Services and a Dedicated Organization for Missourians in the 21st Century.

Registration | Forms/Instructions | Complaint/Inquiry | Filing/Submission | Agenda | Outage/Incident | View Tariff | Public Comments | Resources

**Small Company Rate Increase**

[Scanned Documents](#)

**\* Required Fields**

\* Utility Type: Gas

\* Amount of Additional Revenue Requested: \$ 1000

\* Reason for Proposed Change: Reason for Proposed Change goes here  
(Allows only 250 characters)

All Commission Annual Assessments have been paid or are being paid under an installment plan  
☒ Yes ☐ No

Company's annual report is on File with the Commission  
☒ Yes ☐ No

**Contact Person**

\* First Name: First Name

Middle Initial:

\* Last Name: Last Name

\* Company Name: Verizon Wireless

\* Street Address: Street Address

Mailing Address: (If different from above)

\* City: City Name

\* State: MO

\* Zip Code: 12345 - 6678

\* Phone: 879 - 798 - 7897 Ext: 67987

Fax:

E-mail Address:

**SI.No. Attachment(s)**

**Security Level**  
Public

Press the Submit button to file the new case.

The Attach button will take the user to the Attachment screen.

The Exit button takes the user back to the Filing Submission menu.

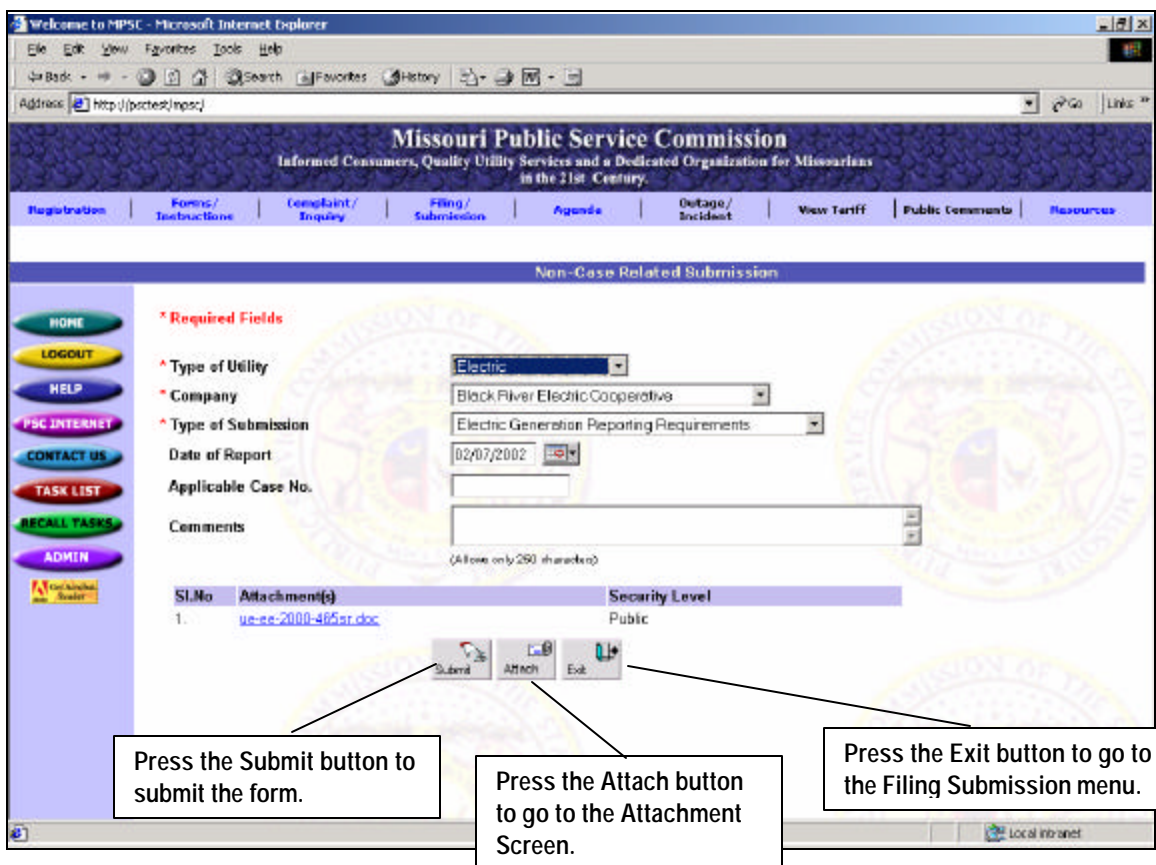
| Fields                                 | Description   |
|--|---|
| Utility Type                           | Select the utility type from a dropdown list.   |
| Amount of Additional Revenue Requested | Fill in the dollar amount of additional revenue requested.  |
| Reason for Proposed Change             | Type in the reason for the requested rate increase.   |
| First Name                             | The user will enter the first name of the contact person up to 15 characters.   |
| Middle Initial                         | The user will enter the middle initial of the contact person.   |
| Last Name                              | The user will enter the last name of the contact person up to 25 characters.  |
| Company Name                           | The user can select the company name from a dropdown list.  |
| Street Address                         | The user will enter the street address of the contact person up to 55 characters.   |
| Mailing Address                        | The user will enter the mailing address of the contact person up to 25 characters.  |
| City                                   | The user will enter the city of the contact person up to 25 characters.   |
| State                                  | The user will select the state of the contact person.   |
| Zip Code                               | The user will enter the zip code of the contact person.   |
| Phone                                  | The user will enter the phone number of the contact person.   |
| Fax                                    | The user will enter the fax number of the contact person.   |
| Email                                  | The user will enter the email of the contact person up to 40 characters.  |
| Sr. No.                                | Displays the serial identification numbers of the attachments.  |
| Attachments                            | Displays the description of the documents attached. If it is a non-electronic attachment there is no "hyperlink". If it is an electronic attachment, a window opens allowing the user to view the document. |
| Security Level                         | Displays the security level of the documents.   |

| Fields   | Description   |
|----------|---|
| Submit   | Select all the required fields and make any attachments, and then select the Submit button.             |
| Continue | This button takes the user to the Attachment screen when attachments are to be made for the first time. |
| Attach   | This button takes the user to the Attachment screen to make more attachments.                           |
| Exit     | This button takes the user back to the Filing Submission Menu screen.                                   |

### 3.6 Non-Case Related Submissions

This option allows users to submit documents that are not related to the commission cases. Non Case Related Reports such as PSC MO Annual Report, Telecommunications Service Quality Reports are some of the non case submissions filed by the External filer . PSC staff can also file on behalf of the External Utility companies.

#### Non-Case Related Submission Screen



Press the Submit button to submit the form.

Press the Attach button to go to the Attachment Screen.

Press the Exit button to go to the Filing Submission menu.

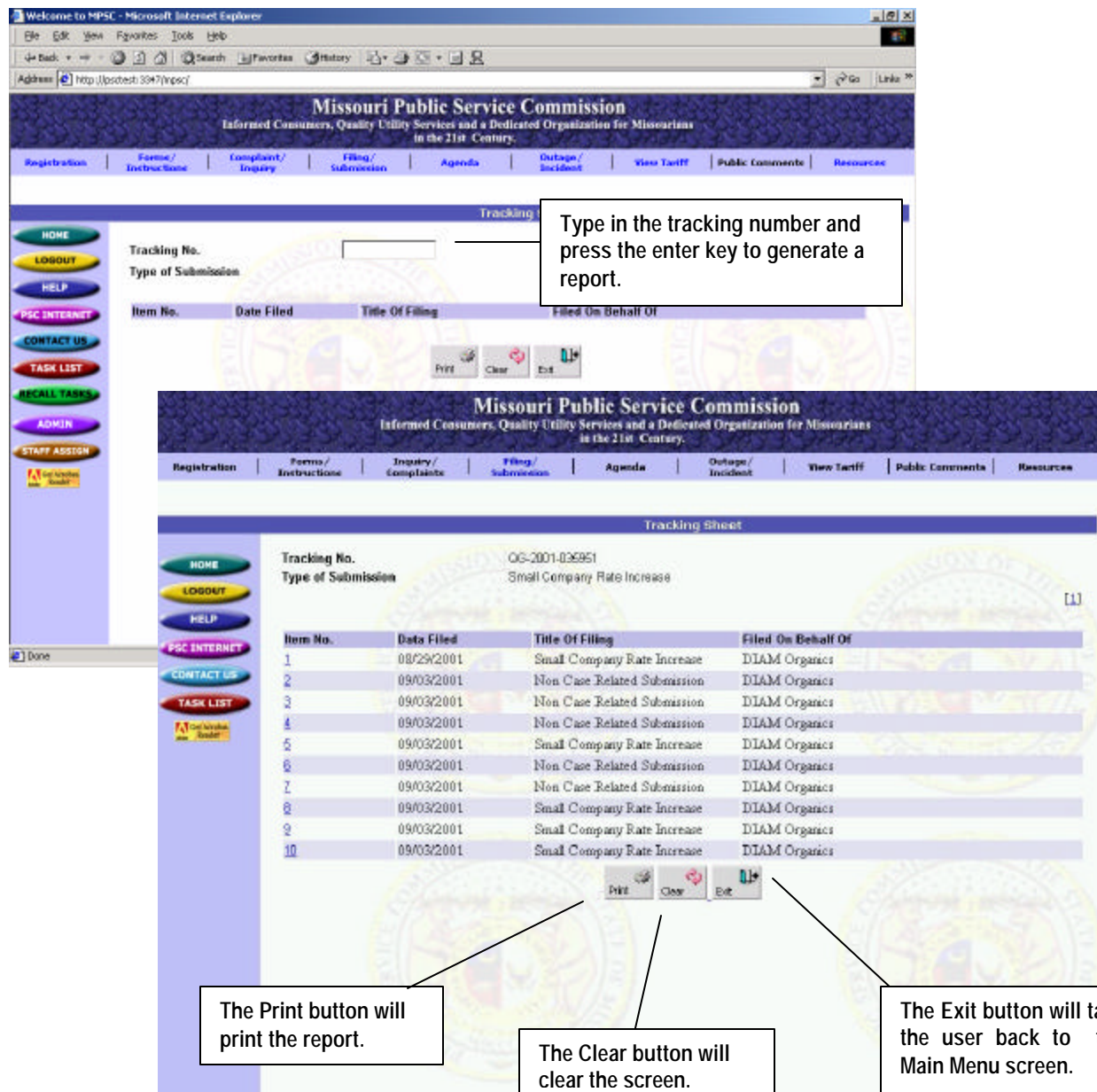
| Fields              | Description  |
|---------------------|--|
| Scanned Documents   | Hyperlink is displayed only if the user is Internal, once the attachment is made the link is invisible. Goes to Scanned Documents screen where a list of scanned documents is displayed. |
| Type Of Utility     | Select the Type of Utility.  |
| Company             | Select the Company Name.   |
| Type Of Submission  | Select Type Of Submission.   |
| Date Of Report      | Accepts date in MM/DD/YYYY format.   |
| Applicable Case No. | Accepts the case number.   |
| Comments            | Accepts comments for the submission.   |
| Sl. No.             | Displays the serial numbers of the attachments.  |
| Attachment(s)       | Displays the description of the documents attached. Click on the attachment opens the document for viewing.  |
| Security Level      | Displays the security level of the documents.  |
| Submit              | Select Utility Type, Company, Type of Submission, make attachment and then click on Submit.  |
| Continue            | Goes to the attachment screen when attachments are to be made for the first time. (Refer Common functions).  |
| Attach              | Goes to the attachment screen to make more attachments. (Refer Common functions).  |
| Exit                | Goes to the Filing Submission menu.  |



## 3.7 Tracking Sheet

The Tracking Sheet screen displays the details like type of submission, date filed, title of filing, company names of a particular tracking number.

### Tracking Sheet Screen



**Missouri Public Service Commission**  
Informed Consumers, Quality Utility Services and a Dedicated Organization for Missourians in the 21st Century.

Registration | Forms / Instructions | Complaint / Inquiry | Filing / Submission | Agenda | Outage / Incident | View Tariff | Public Comments | Resources

Tracking

Tracking No.   
Type of Submission

Item No. Date Filed Title Of Filing Filed On Behalf Of

Print Clear Exit

**Tracking Sheet**

Tracking No. QG-2001-036951  
Type of Submission Small Company Rate Increase

| Item No. | Date Filed | Title Of Filing             | Filed On Behalf Of |
|----------|------------|-----------------------------|--------------------|
| 1        | 08/29/2001 | Small Company Rate Increase | DIAM Organics      |
| 2        | 09/03/2001 | Non Case Related Submission | DIAM Organics      |
| 3        | 09/03/2001 | Non Case Related Submission | DIAM Organics      |
| 4        | 09/03/2001 | Non Case Related Submission | DIAM Organics      |
| 5        | 09/03/2001 | Small Company Rate Increase | DIAM Organics      |
| 6        | 09/03/2001 | Non Case Related Submission | DIAM Organics      |
| 7        | 09/03/2001 | Non Case Related Submission | DIAM Organics      |
| 8        | 09/03/2001 | Small Company Rate Increase | DIAM Organics      |
| 9        | 09/03/2001 | Small Company Rate Increase | DIAM Organics      |
| 10       | 09/03/2001 | Small Company Rate Increase | DIAM Organics      |

Print Clear Exit

The Print button will print the report.

The Clear button will clear the screen.

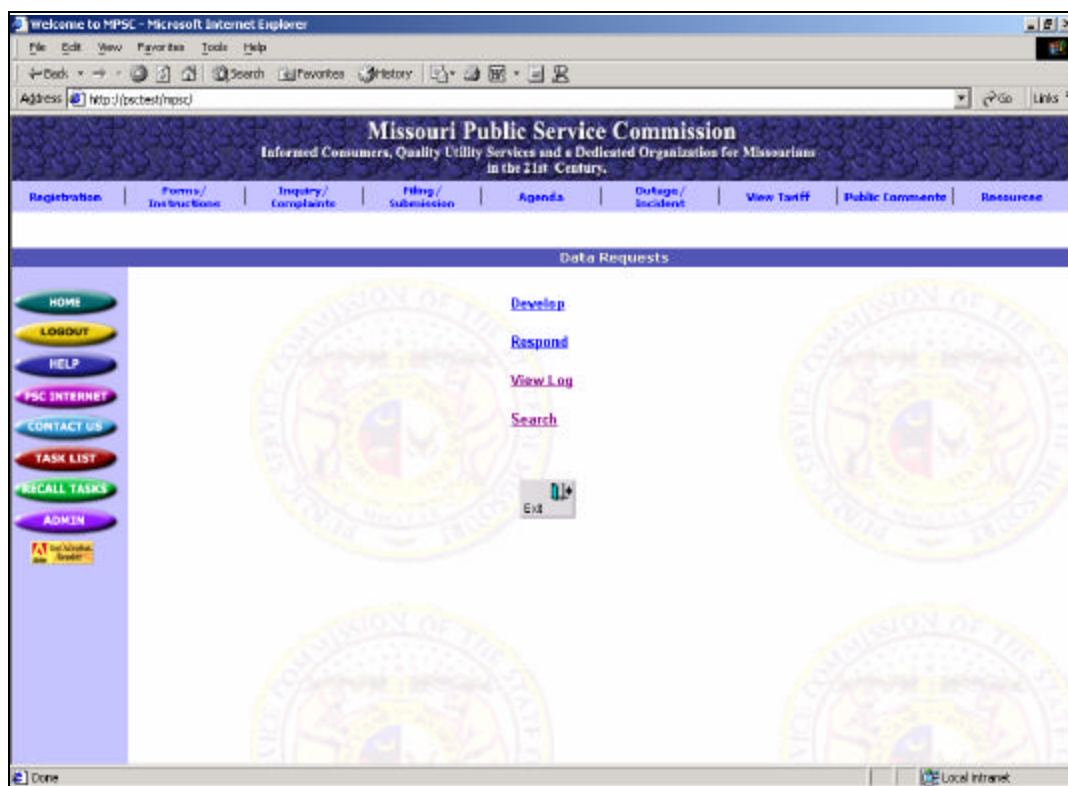
The Exit button will take the user back to the Main Menu screen.

| Field/Button       | Description  |
|--------------------|--|
| Tracking No.       | Enter the tracking number if it is a textbox or displays the tracking number if it is a label. If the tracking number does not exist, then the message "Tracking Number ##### Does Not Exist" will be displayed. |
| Type of Submission | This field displays the type of submission of the particular tracking number.  |
| Item No.           | This field displays the item number for the particular tracking number.  |
| Data Filed         | This field displays the Data Filed of the particular tracking number.  |
| Title Of Filing    | This field displays the title of filing of the particular case number.   |
| Filed On Behalf Of | This field displays the name of the company on whose behalf the filing took place of the particular case number.   |
| Print              | Upon selecting this button the print screen is opened.   |
| Clear              | Upon selecting this button the contents of the screen are cleared.   |
| Exit               | This button allows to user to exit from current screen.  |

### 3.8 Data Request Process

This option is used for generating a new data request. Both internal and external users can generate data requests. When a data request is developed by an external user, a work item is created and routed to the inbox of the internal Public Service Commission user whose email ID is entered in the Requested from email data entry field. The Develop and Respond options are available to the external users.

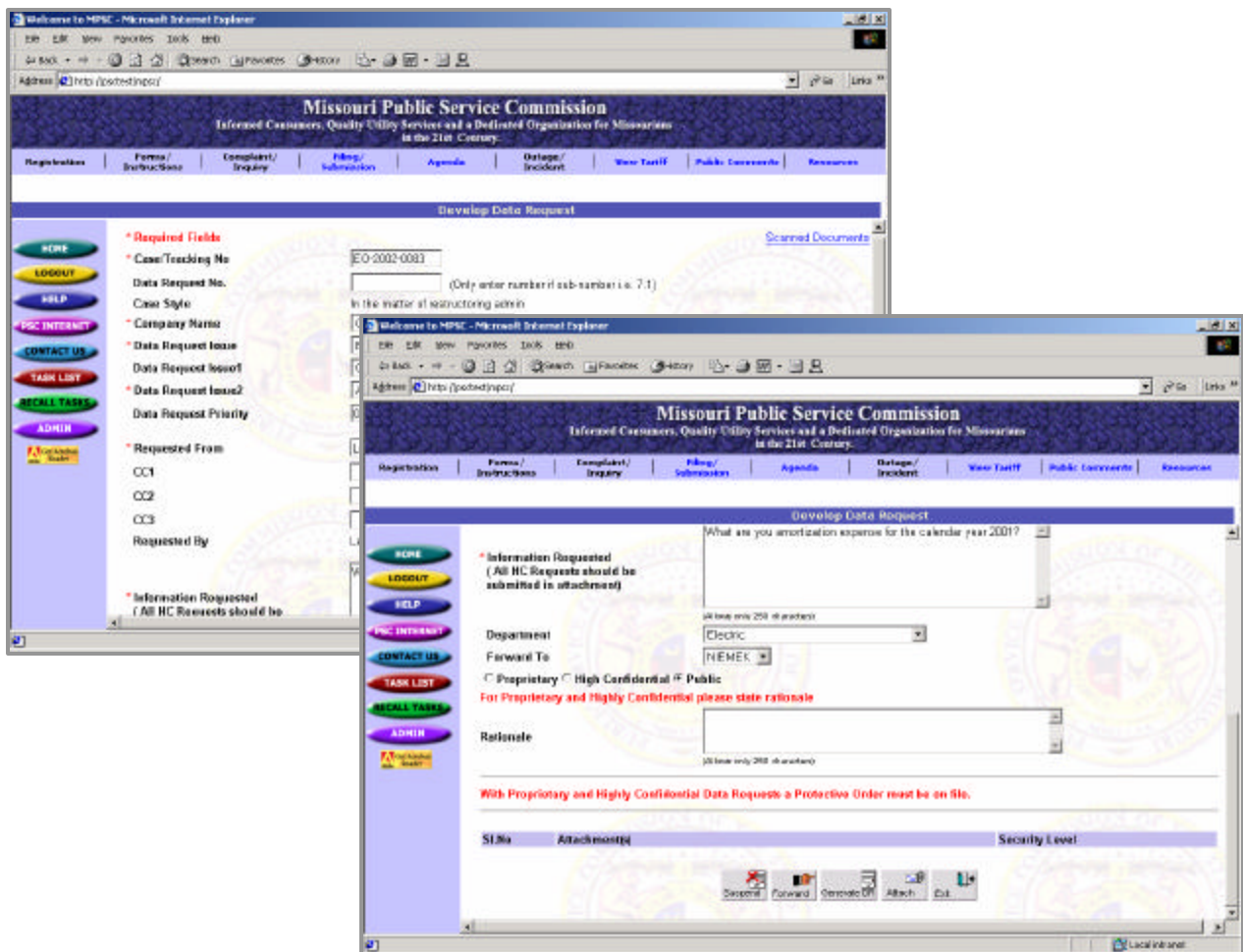
#### Data Request Menu Screen



### 3.8.1 Develop Data Request Process

The user can manually enter the Data Request number, if the number is a sub-number (e.g. 5601.1) used to associate it with a previously generated DR (i.e., numbered 5601). If the user does not enter the Data Request number then the Data Request number will be generated depending upon the department/company to which the user belongs.

#### Develop Data Request Screens



The screenshots illustrate the 'Develop Data Request' process in the MPSC web application. The top screenshot shows the initial form with the following fields and options:

- Case/Tracking No.:** EO-2002-0083 (with a note: "(Only enter number if sub-number i.e. 7.1) In the matter of restructuring admin")
- Case Style:** (Dropdown menu)
- Company Name:** (Text field)
- Data Request Issue:** (Text field)
- Data Request Issue2:** (Text field)
- Data Request Priority:** (Text field)
- Requested From:** CC1, CC2, CC3 (Radio buttons)
- Requested By:** (Text field)
- Information Requested:** (Text field with a note: "(All HC Requests should be submitted in attachment)")

The bottom screenshot shows the form after data entry, with the following fields and options:

- Department:** Electric (Dropdown menu)
- Forward To:** NEMEK (Dropdown menu)
- Rationale:** (Text field with a note: "(All HC Requests should be submitted in attachment)")
- Security Level:** (Dropdown menu)

Both screenshots show a left-hand navigation menu with options: HOME, LOGOUT, HELP, PSC INTERNET, CONTACT US, TASK LIST, RECALL TASKS, and ADMIN. The top navigation bar includes links for Registration, Forms/Instructions, Complaint/Inquiry, Filing/Submission, Agenda, Outage/Incident, View Tariff, Public Comments, and Resources.

| Field / Button        | Description  |
|-----------------------|--|
| Case / Tracking No.   | The user must enter an existing Case / Tracking number.  |
| Data Request No.      | The user can manually enter the Data Request number, if the number is a sub-number (e.g. 5601.1). If the user does not enter the Data Request number then the Data Request number will be generated depending upon the department to which the user belongs. |
| Case Style            | Displays the Case Style.   |
| Company Name          | The user can select the company from a drop down menu. If the user does not select a Company Name then a message "Company Name cannot be blank." will appear.  |
| Data Request Issue    | The user can select a Data Request issue from the drop down menu. If the user does not select a Data Request Issue then a message "Data Request Issue cannot be blank." Is displayed.  |
| Data Request Issue 1  | Allows user to select DR Issue 1 from the available options. If the user does not select a Data Request Issue 1 then a message "Data Request Issue 1 cannot be blank." is displayed.   |
| Data Request Issue 2  | Allows user to select DR Issue 2 from the available options. If the user does not select a Data Request Issue 2 then a message "Data Request Issue 2 cannot be blank." Is displayed.   |
| Date Request Priority | Accepts Request Priority Date.   |
| Requested From        | Accepts the name of the person who will be responding to the request being made. If the user does not enter any value then a message "Request from cannot be blank." is displayed.   |
| Requested Email       | Accepts the Email ID of the person who will be responding to the request being made. If the user does not enter any value then a message "Request Email cannot be blank." is displayed.  |
| CC1                   | Accepts the name of person to who mail (CC) will be sent.  |

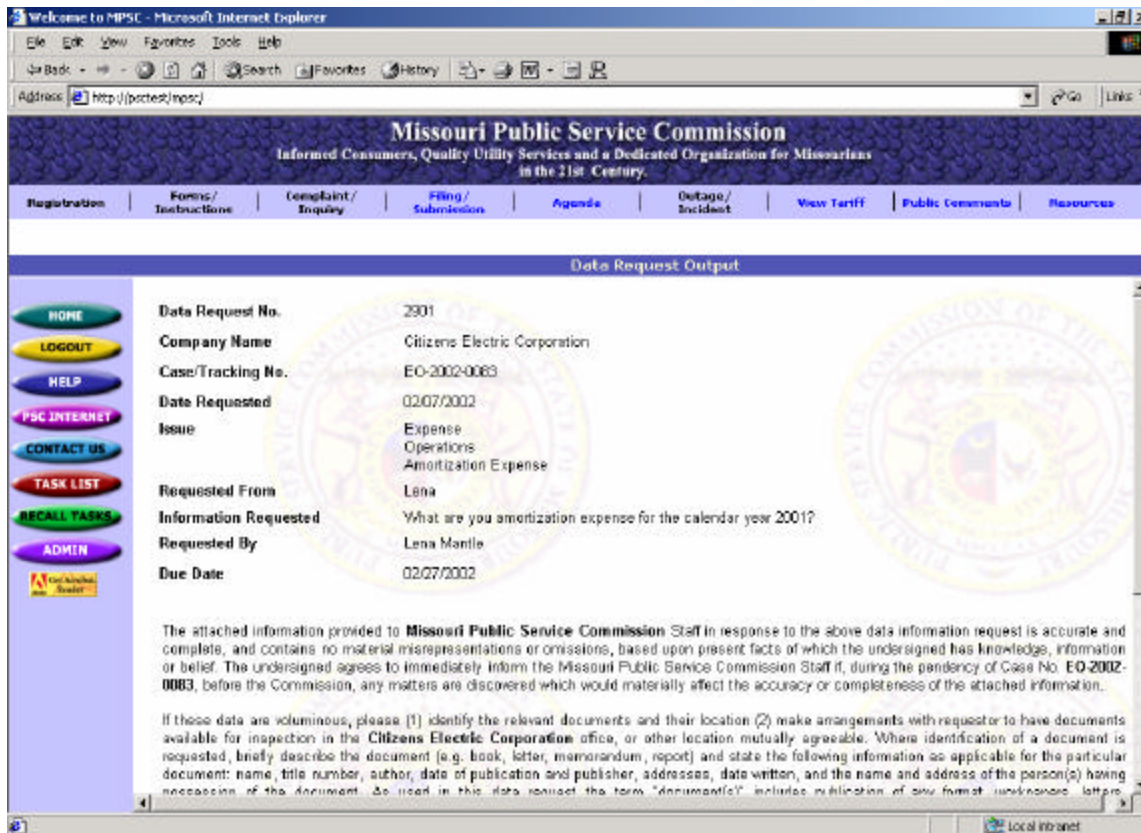


| Field / Button         | Description   |
|------------------------|---|
| Email                  | Accepts the email ID of person to who mail (CC) will be sent.   |
| CC2                    | Accepts the name of person to who mail (CC) will be sent.   |
| CC3                    | Accepts the name of person to who mail (CC) will be sent.   |
| Information Requested. | This field is where the user enters the information requested. If the user does not enter any value then a message "Information Requested cannot be blank." is displayed.     |
| Department             | This field allows the user to select a department from a drop down menu.  |
| Forward To             | This allows the user to select a user ID from a drop down menu. The user ID's are populated depending upon the department selected.   |
| Security               | There are three levels of Security (Proprietary, Highly Confidential, and Public). Public is the default.   |
| Rationale              | If the security selected is either proprietary or highly confidential, then the user can enter the Rationale.   |
| Continue               | When this button is selected, the user is taken to the Attachment screen for attaching either electronic or non-electronic documents.   |
| Exit                   | If the document is not submitted then the message "Do you want to exit, without submit" is displayed. When "OK" is selected, the user is taken back to the Data Request menu. |



When the user selects the Generate Data Request option, after filling out the form, the user is shown the following screen. The user can then Submit or Print the form using the buttons at the bottom of the page.

### Data Request Output



The screenshot shows a web browser window titled "Welcome to MPSC - Microsoft Internet Explorer". The address bar shows "http://pctest/mpsc/". The page header for the Missouri Public Service Commission includes the tagline "Informed Consumers, Quality Utility Services and a Dedicated Organization for Missourians in the 21st Century." and a navigation menu with links: Registration, Forms/Instructions, Complaint/Inquiry, Filing/Submission, Agenda, Outage/Incident, View Tariff, Public Comments, and Resources.

The main content area is titled "Data Request Output" and displays the following information:

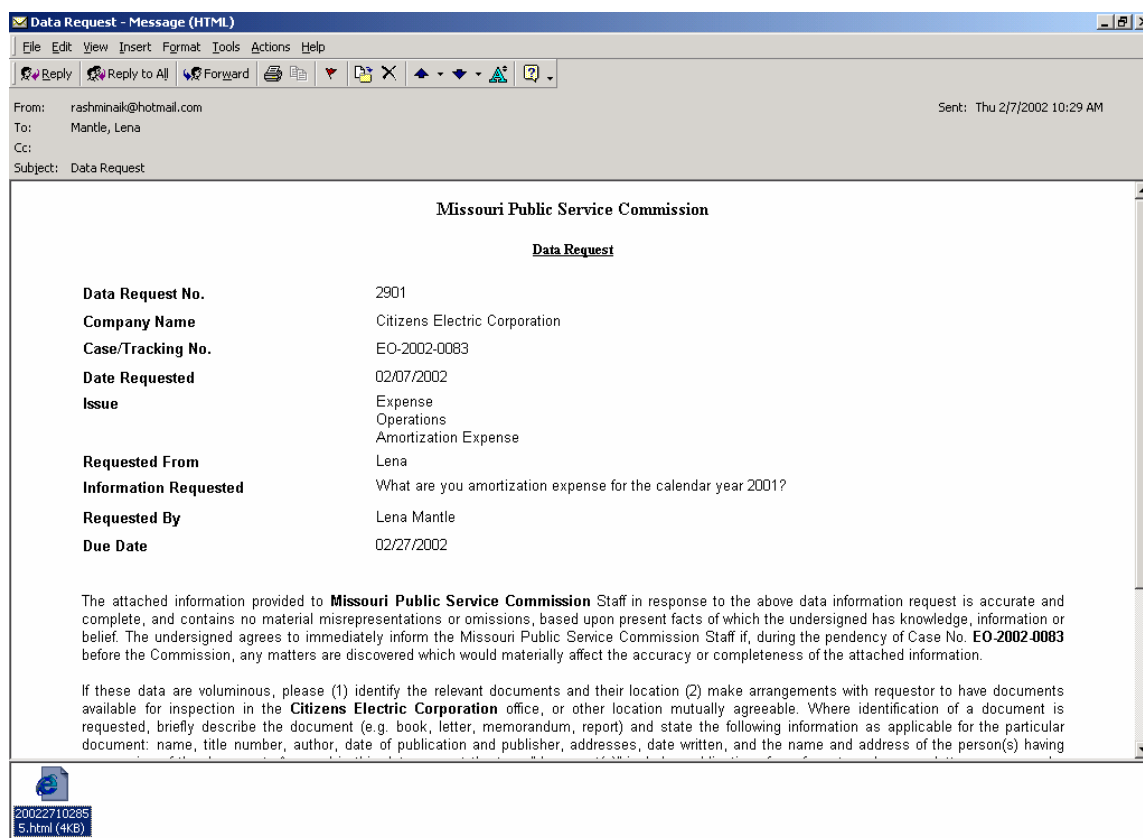
|                              |   |
|------------------------------|---|
| <b>Data Request No.</b>      | 2901  |
| <b>Company Name</b>          | Citizens Electric Corporation                                 |
| <b>Case/Tracking No.</b>     | EO-2002-0083  |
| <b>Date Requested</b>        | 02/07/2002  |
| <b>Issue</b>                 | Expense<br>Operations<br>Amortization Expense                 |
| <b>Requested From</b>        | Lena  |
| <b>Information Requested</b> | What are you amortization expense for the calendar year 2001? |
| <b>Requested By</b>          | Lena Mantle   |
| <b>Due Date</b>              | 02/07/2002  |

Below the table, there is a disclaimer and instructions for voluminous data requests. The disclaimer states that the information provided is accurate and complete, and the undersigned agrees to inform the Commission if any matters are discovered that would affect the accuracy or completeness of the information. The instructions for voluminous data requests ask the user to identify relevant documents, make arrangements for inspection, and provide specific details about each document.

On the left side of the screen, there is a vertical menu with buttons: NONE, LOGOUT, HELP, PSC INTERNET, CONTACT US, TASK LIST, RECALL TASKS, and ADMIN. At the bottom of the browser window, the status bar shows "Local intranet".

This is what the Data Request looks like when it is sent by email.

### Data Request Email Screen

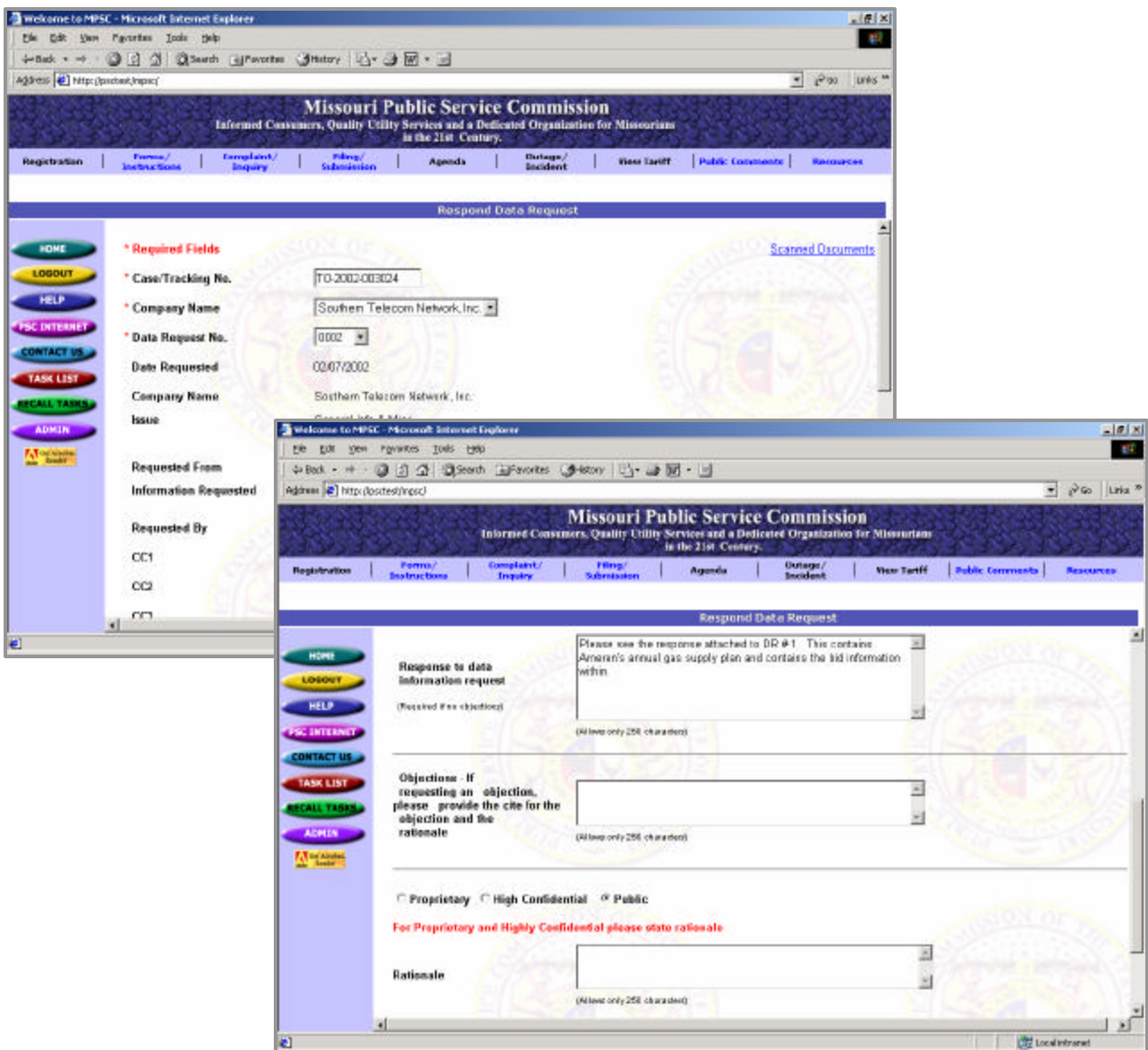


| Field / Button        | Description   |
|-----------------------|---|
| Data Request No.      | Displays the data request number.   |
| Company Name          | Displays the company name.  |
| Case No.              | Displays case / tracking number   |
| Requested From        | Displays the name of person who made the request.   |
| Date Requested        | Displays data request date.   |
| Due Date              | Displays when the response is expected.   |
| Information Requested | Displays the information requested.   |
| Requested By          | Displays the name of the person making the request.   |
| Security              | Displays the data request security.   |
| Rationale             | Displays the rationale.   |
| Submit                | When selecting the Submit button, the message, "Press OK to submit or Cancel to review all data entered before final submission" will appear. When the user selects the "OK" button, then the request is generated. |
| Print                 | Selecting the Print button allows the user to print the form currently displayed in the browser.  |

### 3.8.2 Respond Data Request Process

This option is used for generating a response for an existing data request. A DR Respond can be generated by both internal and external users. For a single DR number, multiple responses can be made, and all of the multiple responses are shown on a single work item. When the DR Respond is developed by an internal user, an email is sent to all of the external user's whose email ID's are entered in the email data entry field's on the screen. If the DR Respond is developed by an external user, then a work item is created and routed to the inbox of the internal user who had made that request.

#### Respond Data Request



**Missouri Public Service Commission**  
Informed Consumers, Quality Utility Services and a Dedicated Organization for Missourians in the 21st Century.

Registration | Forms/Instructions | Complaint/Inquiry | Filings/Submissions | Agenda | Outage/Incident | View Tariff | Public Comments | Resources

**Respond Data Request**

**\* Required Fields**

\* Case/Tracking No.

\* Company Name

\* Data Request No.

Date Requested

Company Name

Issue

Requested From

Information Requested

Requested By

**Response to data information request**  
(Received if no objection)

(All text only 255 characters)

**Objections - If requesting an objection, please provide the cite for the objection and the rationale**

(All text only 255 characters)

☐ Proprietary ☐ High Confidential ☒ Public

**For Proprietary and Highly Confidential please state rationale**

**Rationale**

(All text only 255 characters)

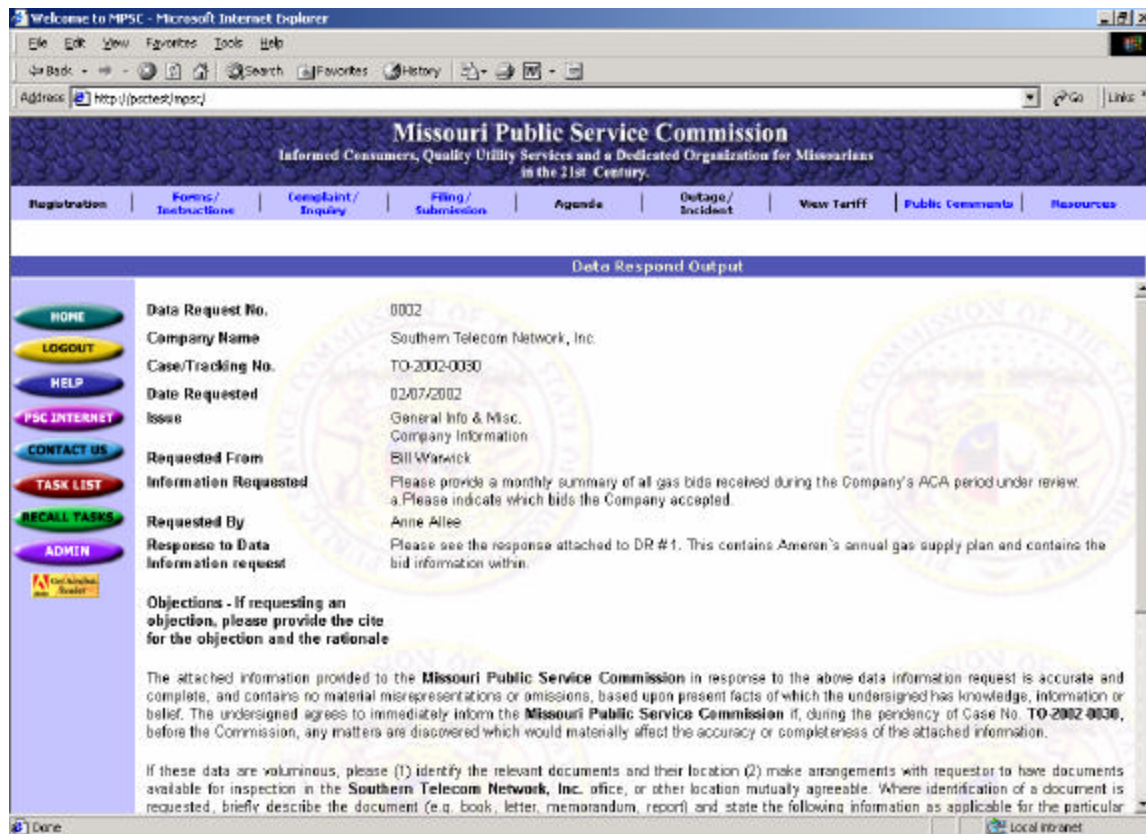
| Field / Button        | Description  |
|-----------------------|--|
| Case Tracking No.     | The user has to enter an existing case or tracking number. If the user does not enter a Case/Tracking number the the message "Case/Tracking cannot be blank." will be displayed. If the entered Case/Tracking number does not exist, then the message "Entered Case/Tracking No does not exist." will be displayed.  |
| Company Name          | This field allows the user to select a company from the available option. If the user does not select a company, then the message, "Company name cannot be blank." will be displayed.  |
| Data Request No.      | <p>Accepts the data request number.</p> <ul style="list-style-type: none"> <li>❖ If the case is closed the following message is displayed: "Case corresponding to entered Data Request number is closed."</li> <li>❖ If the user is not authorized to respond then "You are not authorized to respond." message will be displayed.</li> <li>❖ If it is a resolved case then "Data Request Resolved, Cannot respond." message will be displayed.</li> <li>❖ If request is made already for the entered DR no then "Request already received, cannot respond again." message will be displayed.</li> </ul> |
| Date Requested        | Displays data request date.  |
| Company Name          | Displays the company name.   |
| Issue                 | Displays the issue.  |
| Requested From        | Displays the name of person who made the request.  |
| Information Requested | Displays the information requested.  |
| Requested By          | Displays the name of the person making the requested.  |
| CC1                   | Accepts the name of person to whom mail will be copied.  |
| Email                 | Accepts the email ID of person to whom mail will be copied.  |
| CC2                   | Accepts the name of person to whom mail will be copied.  |

| Field / Button                          | Description   |
|---|---|
| CC3                                     | Accepts the name of person to whom mail will be copied.   |
| Response to date information requested. | Accepts user response. If the user does not complete this field, then the message, "Response to data cannot be blank." will be displayed, however if any objection is taken, then this field can be left empty. |
| Objections                              | Accepts user objection.   |
| Security                                | Displays the data Respond security (Proprietary, Highly Confidential, Public).  |
| Rationale                               | Accepts rationale. If security selected is either proprietary or highly confidential, only then the user can enter the rationale.   |
| Respond DR                              | Selecting this launches the Data Respond output screen to show all the details.   |
| Attach                                  | After the user has attached the required documents for the case and wants to attach some more documents, the user can do this by using the attach button. The user is taken to the attachment screen.           |
| Exit                                    | When this button is selected, the message "Do you want to exit without submitting?" will be displayed. When "OK" is selected, the user is taken back to the Data Request Menu screen.                           |



When the user selects the Respond DR option, after filling out the form, the user is shown the following screen, where the user can then Print or/and Send the data response.

### Data Respond Output



|                       |  |
|-----------------------|--|
| Data Request No.      | 0002   |
| Company Name          | Southern Telecom Network, Inc.   |
| Case/Tracking No.     | TO-2002-0030   |
| Date Requested        | 02/07/2002   |
| Issue                 | General Info & Misc. Company Information   |
| Requested From        | Bill Warwick   |
| Information Requested | Please provide a monthly summary of all gas bids received during the Company's ACA period under review. a Please indicate which bids the Company accepted. |
| Requested By          | Anne Allee   |
| Response to Data      | Please see the response attached to DR #1. This contains Ameren's annual gas supply plan and contains the bid information within.                          |
| Information request   |  |

**Objections - If requesting an objection, please provide the cite for the objection and the rationale**

The attached information provided to the Missouri Public Service Commission in response to the above data information request is accurate and complete, and contains no material misrepresentations or omissions, based upon present facts of which the undersigned has knowledge, information or belief. The undersigned agrees to immediately inform the Missouri Public Service Commission if, during the pendency of Case No. TO-2002-0030, before the Commission, any matters are discovered which would materially affect the accuracy or completeness of the attached information.

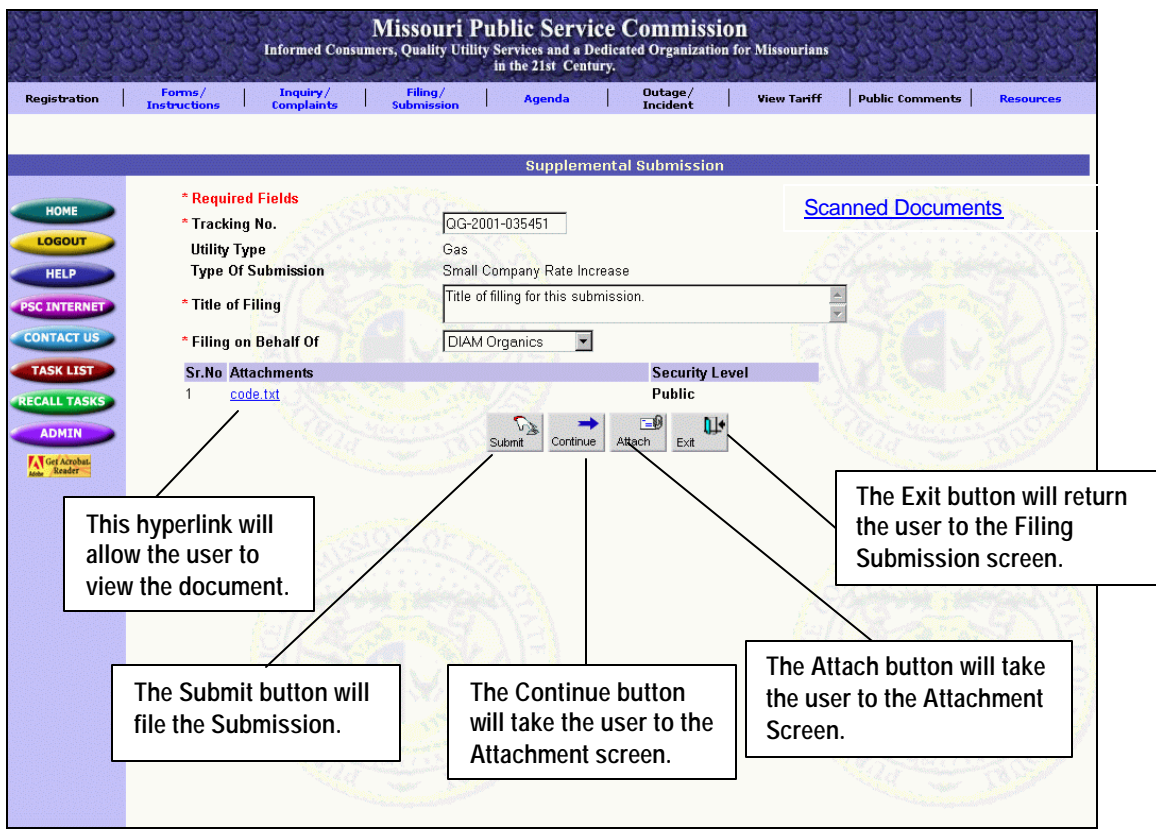
If these data are voluminous, please (1) identify the relevant documents and their location (2) make arrangements with requestor to have documents available for inspection in the Southern Telecom Network, Inc. office, or other location mutually agreeable. Where identification of a document is requested, briefly describe the document (e.g. book, letter, memorandum, report) and state the following information as applicable for the particular

| Field / Button        | Description  |
|-----------------------|--|
| Data Request No.      | Displays data request number.  |
| Company Name          | Displays the company name.   |
| Case No.              | Displays case / tracking number.   |
| Requested From        | Displays the name of person who made the request.  |
| Date Requested        | Displays data request date.  |
| Due Date              | Displays when the response is expected.  |
| Information Requested | Displays the information requested.  |
| Requested By          | Displays the name of the person making the requested.  |
| Security              | Displays the data respond security.  |
| Rationale             | Displays rationale.  |
| Submit                | When this button is selected, the message, "Press OK to submit or Cancel to review all data entered before final submission" will be displayed. When the user selects the "OK" button, then the response is generated. |
| Print                 | This button will allow the user to print the form currently displayed in the browser.  |

### 3.9 Supplemental Submission

This option allows the user to submit the Supplemental Submissions to Small Company Rate Increase, Interconnection Agreement and Non-Case Related type of submission. PSC Staff can file on behalf of these utility companies. The filing is accepted and send to the concerned Utility Department for processing on submit of the form.

#### Supplemental Submission Screen



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**Supplemental Submission**

[Scanned Documents](#)

\* Required Fields

\* Tracking No. QG-2001-035451

Utility Type Gas

Type Of Submission Small Company Rate Increase

\* Title of Filing Title of filing for this submission.

\* Filing on Behalf Of DIAM Organics

| Sr.No | Attachments              | Security Level |
|-------|--------------------------|----------------|
| 1     | <a href="#">code.txt</a> | Public         |

Submit Continue Attach Exit

This hyperlink will allow the user to view the document.

The Submit button will file the Submission.

The Continue button will take the user to the Attachment screen.

The Attach button will take the user to the Attachment Screen.

The Exit button will return the user to the Filing Submission screen.

| Fields              | Description  |
|---------------------|--|
| Scanned Documents   | Applicable only to internal users, once the attachments are made the link is invisible.  |
| Tracking No.        | Enter the Tracking Number.   |
| Utility Type        | Displays the description of the utility type.  |
| Type Of Submission  | Displays the type of submission.   |
| Title of Filing     | Accepts the type of submission of the specific tracking number. It is a multiple selection.  |
| Filing On Behalf Of | Select the Filing On Behalf Of value.  |
| Serial No.          | Displays the serial numbers of the attachments.  |
| Attachments         | Displays the description of the documents attached.<br>If it is a Non-Electronic there is no "Hyperlink"<br>If it is an Electronic attachment, it opens view document in a new window.   |
| Security Level      | Displays the security level of the documents.  |
| Submit              | Select all the required fields and make attachment and then click on Submit. If the tracking number is not selected then the message "Tracking No. cannot be blank" will be displayed. If the Title of the Filing is left blank, then the message "Title of filing cannot be blank" will be displayed. If Filing on Behalf Of is not selected then the message "Filing On Behalf Of has to be selected" will be displayed. |
| Continue            | This button takes the user to the attachment screen when attachments are to be made for the first time.  |
| Attach              | This button takes the user to the attachment screen to make more attachments.  |
| Exit                | This button takes the user back to the Case Management Report menu.  |

### 3.10 Interconnection Agreement Process

An Interconnection Agreement Modification filing can be filed only by Telecommunication based Utility Companies. This option is not available for Utility Types other than Telecommunications. Public Service Commission staff members can file Interconnection Agreement Modifications on behalf of External Telecommunication Utility Companies. If the Collocation Appendix option is selected by the filers, then only a notification of the filing goes to the concerned user and no workflow activity is initiated.

The Continue command button will allow the user to attach the necessary document(s) in order to see the below three command buttons.

#### Interconnection Agreement Screen



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Welcome

**Interconnection Agreement Modification**

**\* Required Fields**

\* Case No. of Original Agreement: CK-2002-003116 ☐ Collocation Appendix

Utility Type: CLEC

\* Company 1 Name: Accutel of Texas, Inc.

\* Company 2 Name: Phone Banc, Inc. ☐ Manual Override

\* Summary of Changes: Modified Areas of service (Allows only 250 characters)

| Sl.No | Attachment(s)                | Security Level |
|-------|------------------------------|----------------|
| 1     | <a href="#">whatsnew.txt</a> | Public         |

Submit Attach Exit

The Attach button will take the user to the Attachment screen.

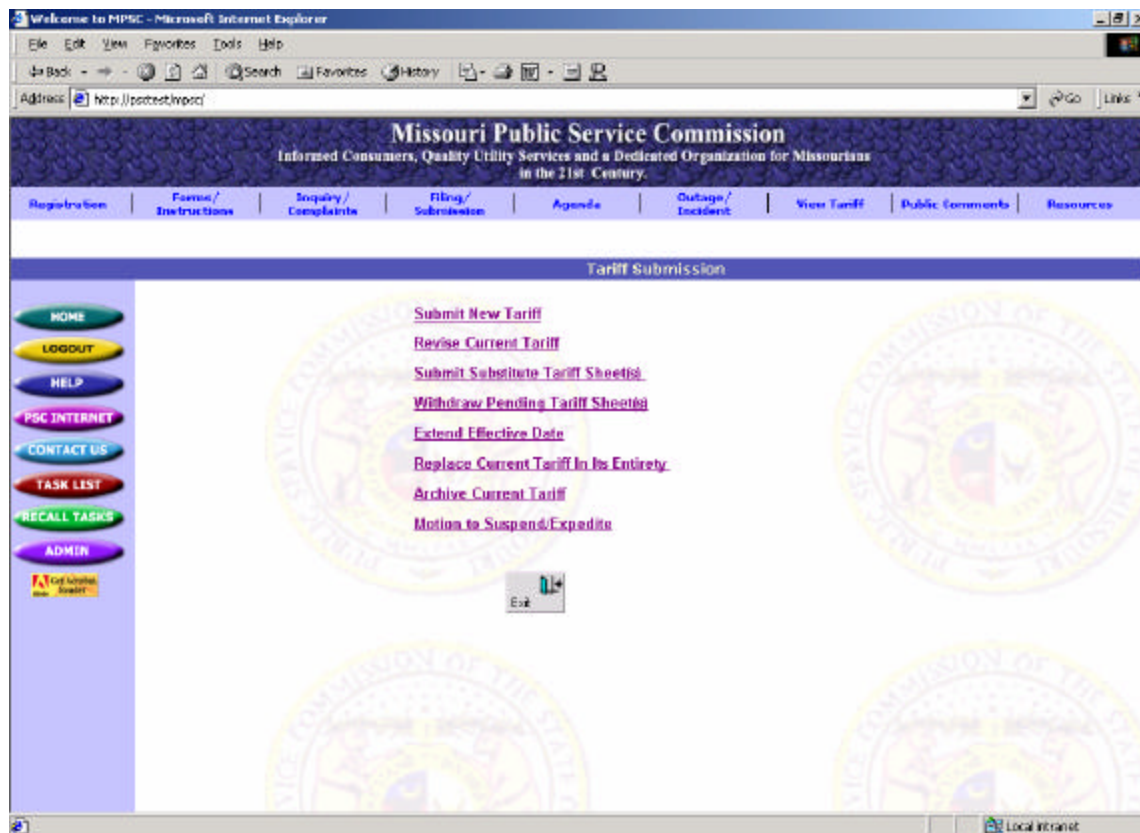
| Fields             | Description  |
|--------------------|--|
| Scanned Documents  | This is applicable only to internal users. Once attachments are made, this link is invisible.  |
| Case No.           | Enter the Case No. If the Case No. does not exist, then the message "Case Number does not exist" message is displayed.   |
| Utility Type       | Displays the Utility Type description  |
| Company Name 1     | Displays the name of the first company to be a party to the agreement.   |
| Company Name 2     | The user will select this company name from the drop-down list box. This company will be a party to the agreement.   |
| Manual Override    | Check this when the company to be a party to the agreement is not listed in the drop-down list box. The user will then enter the name of the company.              |
| Summary of Changes | The user will enter a synopsis of the changes here.  |
| Sr. No.            | The serial number of each attachment   |
| Attachments        | Displays the filename(s) of the electronically associated document(s) as a selectable hyperlink. Non-Electronic attachments will not have an associated hyperlink. |
| Security Level     | This displays the chosen security level of the document.   |
| Submit             | When the Submit button is selected, the Interconnection Modification will be filed.  |
| Continue           | This button will take the user to the attachment screen where attachments will be made for the first time.   |
| Attach             | This button will take the user back to the attachment screen to make additional attachments.   |
| Exit               | This button will take the user back to the main menu screen without saving any information.  |



## 4 Tariff Submission

A tariff is a schedule of rates, terms and conditions that a company files. The Tariff Submission menu screen shows the various options available when working with tariffs.

### Tariff Menu Screen



## 4.1 Submit New Tariff

This process is used by the utility companies to file a new tariff; and by the Record Room staff to submit new tariff received from the utility companies through mail/fax.

A new tariff submitted is treated as a 'Pending Tariff', which needs approval from the commissioners. A tariff becomes 'Official' after it has been approved.

### Submit New Tariff

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Transmittal Sheet to Submit New Tariff

[HOME](#)  
[LOGOUT](#)  
[HELP](#)  
[PSC INTERNET](#)  
[CONTACT US](#)  
[TASK LIST](#)  
[RECALL TASKS](#)  
[ADMIN](#)  


**\* Required Fields**

\* Utility Type:

\* PSC MO No.:

\* Company Name:

Does this submission relate to an existing case? if yes, enter Case No.:

Cite for Commission Authority:

\* Purpose of Filing/Submission:   
(Allows only 250 characters)

**Please indicate the type of tariff and appropriate dates**

\* Type of Tariff:       \* Issue Date:

Effective Date:       Requested Effective Date:

| Sl.No | Attachment(s)                          | Security Level |
|-------|--|----------------|
| 1.    | <a href="#">mpscworkallocation.xls</a> | Public         |

Press the Submit button to add information to the system.

Press the Attach button to attach documents.

Press the Exit button to go to the main menu.

| Field / Button  | Description  |
|---|--|
| * Required Fields   | Denotes that the field is mandatory.   |
| Scanned documents   | Applicable only to internal users. The link is invisible once the attachments are made.  |
| Utility Type  | Mandatory. Allows the user to select a utility from the available options.   |
| PSC MO No.  | Mandatory. Accepts the PSC MO number.  |
| Company Name  | Mandatory. Allows the user to select a company from the available options.   |
| Does this submission relate to an existing case? If yes, enter the Case No. | Accepts a valid case number related to the tariff being submitted. When entering an invalid case number, the message "Case Number does not exist" will appear.   |
| Cite for Commission Authority   | Allows the user to enter the Cite for Commission Authority.  |
| Purpose of Filing / Submission  | Mandatory. Allows the user to enter the purpose of the Filing / Submission.  |
| Type of Tariff  | Mandatory. Allows the user to select the type of tariff.   |
| Issue Date  | Mandatory. Allows the user to select the issue date  |
| Effective Date  | Displays the effective date for the type of tariff and issue date selected.  |
| Requested Effective Date.   | Accepts the valid requested effective date.  |
| Attachments   | If the form has any attached files, the file names will be displayed as links.   |
| Security Level  | Displays the security level of the attached documents.   |
| Continue  | This button opens the Attachment screen. Validations mentioned with the Submit button are applicable here also   |
| Attach  | This button opens the Attachment screen. Validations mentioned with the Submit button are applicable here also.  |
| Submit  | When this button is selected, various error messages will appear if mandatory fields are not completed. If all of the conditions are satisfied then the message, "Press OK to Submit or Cancel to review all data entered before final Submission." will be displayed. When the OK button is selected, information will be inserted into the system. |
| Exit  | When this button is selected, the message "Do you want to exit without submitting?" will appear. When the OK button is chosen, the user will be taken back to the Tariff Menu screen.  |

## 4.2 Revise Current Tariff

External utility companies can revise previously filed 'Approved' tariff sheet with new ones using this option. Internal record room staff can also to revise previously filed approved tariff sheet received through mail/fax from utility companies.

### Revise Current Tariff Screen



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**Revise Current Tariff**

**\* Required Fields**

\* Utility Type: Gas

\* Company Name: simplex & sons

\* PSC MO No.: 2

Cite for Commission Authority:

Does this submission relate to an existing case? if yes, enter Case No.:

\* Purpose of Filing/Submission: Revising tariff  
(Allows only 250 characters)

\* Details of Revision: Second Revision  
(Allows only 250 characters)

| Sl.No. | Attachment(s)   | Security Level |
|--------|---|----------------|
| 1      | <a href="#">electronicsubmission_existingcase.asp</a> | Public         |

Submit Attach Exit

Press the Submit button to add information to the system.

Press the Attach button to attach documents.

Press the Exit button to go to the Main menu.




| Field/Button  | Description  |
|---|--|
| * Required Fields   | Denotes that the field is mandatory.   |
| Scanned documents   | Applicable only to internal users. The link is invisible once the attachments are made.  |
| Utility Type  | Mandatory. Allows the user to select a utility type from the list provided.  |
| Company Name  | Mandatory. Allows the user to select a company from the options available.   |
| PSC Mo No.  | Mandatory. Accepts the PSC MO number entered. The entered tariff details are checked for validity i.e. the tariff is of an approved type. If tariff is not approved, the message "No Approved Tariff found" will appear.   |
| Does this submission relate to an existing case? If yes, enter Case No. | Accepts the case number entered. If the case number entered is not valid, the message "Case No. does not exist." will appear.  |
| Cite for Commission Authority   | Accepts the Cite for Commission Authority.   |
| Purpose of Filing/Submission  | Mandatory. Accepts the purpose of the filing / submission.   |
| Details of Revision   | Mandatory. Accepts the details of the revision.  |
| Attachments   | If the form has any attached files, the file names will be displayed as links.   |
| Security Level  | Displays the security level of the attached documents.   |
| Continue  | This button opens the Attachment screen. Validations mentioned with the Submit button are applicable here also.  |
| Attach  | This button opens the Attachment screen. Validations mentioned with the Submit button are applicable here also.  |
| Submit  | When this button is selected various error messages will appear if mandatory fields are not completed. If above all conditions are satisfied then the message, "Press OK to Submit or Cancel to review all data entered before final Submission." will be displayed. When the OK button is selected, information will be inserted into the system. |
| Exit  | When this button is selected, the message "Do you want to exit without submitting?" will appear. When the OK button is chosen, the user will be taken back to the Tariff Menu screen.  |

### 4.3 Submit Substitute Tariff Sheet(s)

The Submit Substitute Tariff screen is used by the utility companies to substitute previously filed Tariff documents (pending ones) with new ones.

#### Submit Substitute Tariff Screen



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**Submit Substitute Previous Tariff Submission**

**\* Required Fields**

\* Tracking No. JC-2002-087052

Utility Type CLEC

PSC MO No. 1

Company Name Gemini - CLEC

\* Clear and Concise Statement for Substitute Testing  
(Allows only 250 characters)

\* Details of Tariff Sheets to be Substituted Testing  
(Allows only 250 characters)

| Sl.No | Attachment(s)               | Security Level |
|-------|-----------------------------|----------------|
| 1.    | <a href="#">userdoc.txt</a> | Public         |

Submit Attach Exit

Press the Submit button to add information to the system.

Press the Attach button to attach documents.

Press the Exit button to go to the Main menu.



| Field/Button                               | Description  |
|--|--|
| * Required Fields                          | Denotes that the field is Mandatory.   |
| Scanned Documents                          | Applicable only to internal users. The link is invisible once the attachments are made.  |
| Tracking No.                               | The user can enter the Tracking number for the Tariff document to be substituted. If the entered tracking number is not filed the message "Tracking Number does not Exist" will be displayed. If the entered tracking number does not have a previously filed tariff then the message "Only tariffs with pending document status can be withdrawn" will be displayed. If the documents are approved then the utility type company number and PSC MO number related to that document will be displayed. |
| Clear and Concise Statement for Substitute | This field allows the user to enter the clear and concise statement for the tariff to substitute.  |
| Details of Tariff sheets to be Substitute  | This field allows the user to enter the details for the tariff to substitute.  |
| Attachments                                | If the form has any attached files, the file names will be displayed over here as links.   |
| Security Level                             | Displays the security level of the attached documents.   |
| Continue                                   | This button opens the Attachment screen. Validations mentioned with the Submit button are applicable here also.  |
| Attach                                     | This button opens the Attachment screen. Validations mentioned with the Submit button are applicable here also.  |
| Submit                                     | When this button is selected various error messages will appear if mandatory fields are not completed. If above all conditions are satisfied then the message, "Press OK to Submit or Cancel to review all data entered before final Submission." will be displayed. When the OK button is selected, information will be inserted into the system.   |
| Exit                                       | When this button is selected, the message "Do you want to exit without submitting?" will appear. When the OK button is chosen, the user will be taken back to the Tariff Menu screen.  |

#### 4.4 Withdraw Pending Tariff Sheet(s)

The Withdraw Pending Tariff screen is used by the Utility companies to withdraw previously filed Tariff documents (pending ones). No approved tariff document can be withdrawn.

#### Withdraw Pending Tariff Screen



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**Withdraw Previous Tariff Submission**

**\* Required Fields**

\* Tracking No. JC-2002-087052

Utility Type CLEC

PSC MO No. 1

Company Name Gemini - CLEC

\* Clear and Concise Statement for Withdraw testing  
(Allows only 250 characters)

\* Details of Tariff Sheets to be Withdrawn testing  
(Allows only 250 characters)

| SI.No | Attachment(s)               | Security Level |
|-------|-----------------------------|----------------|
| 1.    | <a href="#">userdoc.txt</a> | Public         |

Submit Attach Exit

Press the Submit button to add information to the system

Press the Attach button to attach a document.


Press the Exit button to go to the main menu.

| Field / Button                           | Description   |
|--|---|
| * Required Fields                        | Denotes that the field is mandatory.  |
| Scanned Documents                        | Applicable only to internal users. The link is invisible once the attachments are made.   |
| Tracking No                              | Mandatory. Allows the user to enter the tracking number for the tariff document to be withdrawn. If the entered tracking number does not exist in the database, the message "Tracking Number does not Exist" will appear. If the entered tracking number does not have previously filed tariff then the message "Only tariff with pending document status can be withdrawn" will appear. If the documents are approved then the utility type company number and PSC MO number related to that document will be displayed. |
| Clear and Concise Statement for Withdraw | Mandatory. Allows the user to enter the clear and concise statement for the tariff to be withdrawn.   |
| Details of Tariff sheets to be withdrawn | Mandatory. Allows the user to enter the details for the tariff to be withdrawn.   |
| Attachments                              | If the form has any attached files, the file names will be displayed over here as links   |
| Security Level                           | Displays the security level of the attached documents.  |
| Attach                                   | This button opens the Attachment screen. Validations mentioned with the Submit button are applicable here also.   |
| Submit                                   | When this button is selected various error messages will appear if mandatory fields are not completed. If above all conditions are satisfied then the message, "Press OK to Submit or Cancel to review all data entered before final Submission." will be displayed. When the OK button is selected, information will be inserted into the system.  |
| Exit                                     | When this button is selected, the message "Do you want to exit without submitting?" will appear. When the OK button is chosen, the user will be taken back to the Tariff Menu screen.   |

## 4.5 Extend Effective Date

External utility companies can extend the effective date for previously filed 'Pending' tariff sheets. The effective date can be extended only for pending tariff sheets.

### Tariff Extend Effective Date Screen



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**Tariff Extension Date Submission**

**\* Required Fields**

\* Tracking Number: JE-2002-081852

Utility Type: Electric

Company Name: abcdzzzzzzzzzz

PSC Mo No.: 78

Proposed Effective Date: 02/17/2002

\* Requested Effective Date: 02/20/2002

\* Revised Proposed Effective Date: 02/28/2002

\* Clear and Concise Statement for Extension: Tariff Extension  
(Allows only 250 characters)

| SI.No. | Attachment(s)   | Security Level |
|--------|---|----------------|
| 1      | <a href="#">electronicsubmission_existingcase.asp</a> | Public         |

Submit Attach Exit

Press the Submit button to add the information to the system.

Press the Attach button to attach documents.

Press the Exit button to go to the Main Menu screen.

| Field / Button                            | Description  |
|---|--|
| * Required Fields                         | Denotes that the field is mandatory.   |
| Scanned Documents                         | Applicable only to internal users. The link is invisible once the attachments are made.  |
| Tracking No.                              | Accepts the tracking number. If the user does not enter The tracking number then the message "Please enter Tracking No" will be displayed. If the entered tracking number is not existing then the message "Tracking Number: Does not Exist" will be displayed.  |
| Utility Type                              | Displays the Utility Type for the tracking number entered.   |
| Company Name                              | Displays the company name for the tracking number entered.   |
| PSC MO No.                                | Displays the PSC MO number of the particular tracking number.  |
| Proposed Effective Date                   | Displays the proposed effective date of the particular tracking number.  |
| Requested Effective Date                  | Accepts the requested effective date either manually or by using calendar control. If the requested effective date is not valid the message "Please enter date in mm/dd/yyyy format" will be displayed.  |
| Revised Proposed Effective Date           | Accepts the Revised Proposed Effective Date either by manually or by calendar control. If Revised effective date is not valid the message "Please enter date in mm/dd/yyyy format " is displayed.  |
| Clear and Concise Statement for Extension | Enter the clear and concise statement for extension.   |
| Attachments                               | If the form has any attached files, the file names will be displayed over here as links.   |
| Security Level                            | Displays the security level of the attached documents.   |
| Attach                                    | When this button is selected, the message "Do you want to exit without submitting?" will appear. When the OK button is chosen, the user will be taken back to the Tariff Menu screen.  |
| Submit                                    | When this button is selected various error messages will appear if mandatory fields are not completed. If above all conditions are satisfied then the message, "Press OK to Submit or Cancel to review all data entered before final Submission." will be displayed. When the OK button is selected, information will be inserted into the system. |
| Exit                                      | When this button is selected, the message "Do you want to exit without submitting?" will appear. When the OK button is chosen, the user will be taken back to the Tariff Menu screen.  |

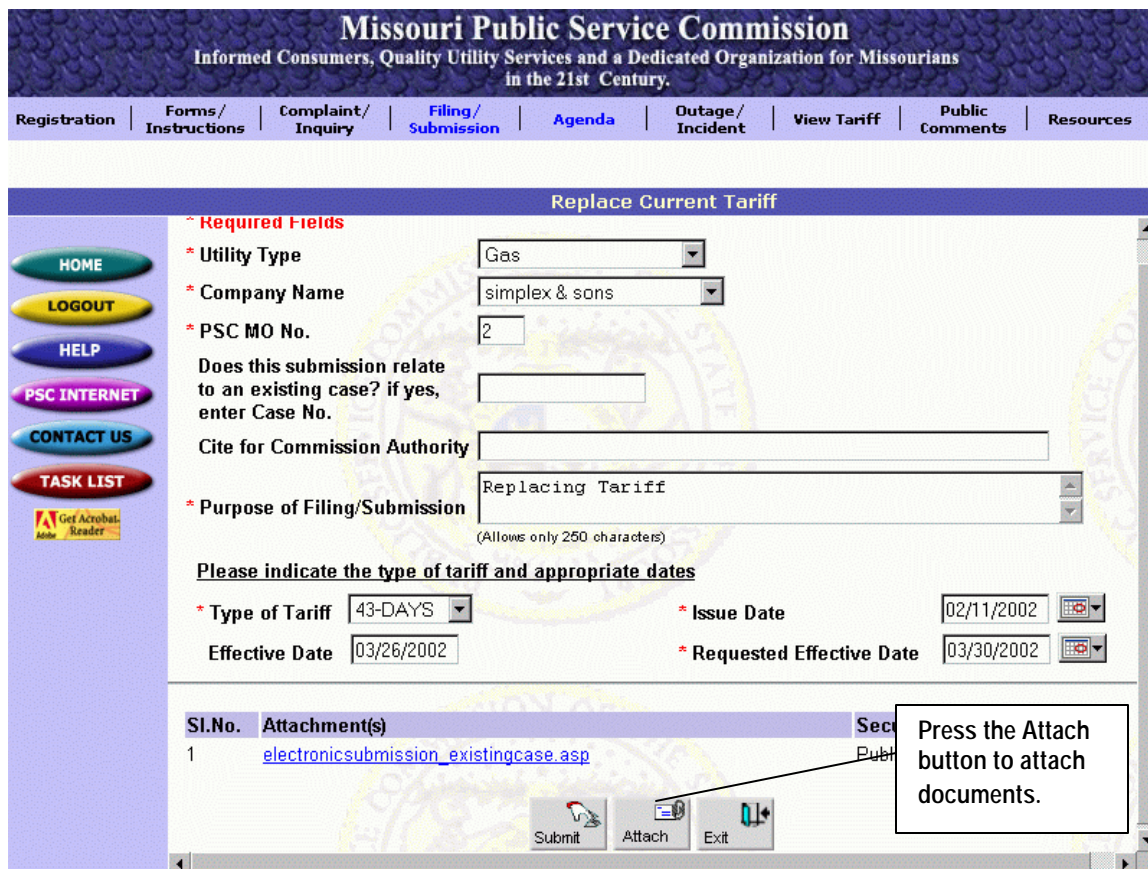


## 4.6 Replace Current Tariff in its Entirety

Tariffs are the documents that are submitted by the external utility company. Externally by the utility companies to replace entire tariff or internally by the record room staff can replace the tariff.

A Tariff received for replacement is treated as 'Pending tariff' and it becomes official when it is approved.

### Replace Current Tariff in its Entirety Screen



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**Replace Current Tariff**

**\* Required Fields**

\* Utility Type: Gas

\* Company Name: simplex & sons

\* PSC MO No.: 2

Does this submission relate to an existing case? if yes, enter Case No.:

Cite for Commission Authority:

\* Purpose of Filing/Submission: Replacing Tariff  
(Allows only 250 characters)

**Please indicate the type of tariff and appropriate dates**

\* Type of Tariff: 43-DAYS

\* Issue Date: 02/11/2002

Effective Date: 03/26/2002

\* Requested Effective Date: 03/30/2002

| Sl.No. | Attachment(s)   | Sec  |
|--------|---|------|
| 1      | <a href="#">electronicsubmission_existingcase.asp</a> | Publ |

Submit Attach Exit

Press the Attach button to attach documents.



| Field / Button  | Description   |
|---|---|
| * Required Fields   | Denotes that the field is mandatory.  |
| Scanned Documents   | Applicable only to internal users. The link is invisible once the attachments are made.   |
| Utility Type  | Mandatory. Allows the user to select a utility type from the list provided.   |
| Company Name  | Mandatory. Allows the user to select a company name from the options available.   |
| PSC Mo No.  | Mandatory. Accepts the PSC MO Number and checks if the detail of the tariff entered is of an Approved type. If the tariff is not approved, the message "No Approved Tariff found" will be displayed.                              |
| Does this submission Relate to an existing Case? if yes, enter Case No. | Accepts the case number if it is an existing case. When the user moves the cursor away from this field, the system validates the case number. If the case number is not valid, the message "Case No does not exists" will appear. |
| Cite for Commission Authority   | Accepts the Cite for Commission Authority.  |
| Purpose of Filing / Submission  | Mandatory. Accepts the Purpose of the Filing / Submission.  |
| Type of Tariff  | Allows user to select type of tariff from the list provided.  |
| Issue Date  | Accepts the issue date. If the issue date is invalid, the alert message "Please enter date in mm/dd/yyyy format " will appear.  |
| Effective Date  | Displays the effective date.  |
| Requested Effective Date  | Accepts the requested effective date. If the requested effective date is invalid, the alert message "Please enter date in mm/dd/yyyy format " will be displayed.  |
| Security Level  | Displays the security level of the attached documents.  |
| Attachments   | If the form has any attached files, the files names will be displayed here as links.  |
| Continue  | This button opens the Attachment screen. Validations mentioned with the Submit button are applicable here also.   |
| Attach  | When this button is selected, the message "Do you want to exit without submitting?" will appear. When the OK button is chosen, the user will be taken back to the Tariff  |

| Field / Button | Description  |
|----------------|--|
|                | Menu screen.   |
| Submit         | When this button is selected various error messages will appear if mandatory fields are not completed. If above all conditions are satisfied then the message, "Press OK to Submit or Cancel to review all data entered before final Submission." will be displayed. When the OK button is selected, information will be inserted into the system. |
| Exit           | When this button is selected, the message "Do you want to exit without submitting?" will appear. When the OK button is chosen, the user will be taken back to the Tariff Menu screen.  |

## 4.7 Archive Current Tariff


This option is used by the utility company representative to file for an archive of the non-pending tariff documents uses archive Tariff Screen.

## Archive Current Tariff Screen

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**Tariff Archive**

[HOME](#)  
[LOGOUT](#)  
[HELP](#)  
[PSC INTERNET](#)  
[CONTACT US](#)  
[TASK LIST](#)  


**\* Required Fields**


\* Utility Type


\* PSC Mo No.


\* Company Name

\* Purpose of Archive   
(Allows only 250 characters)

| SI.No | Attachment(s)               | Security Level |
|-------|-----------------------------|----------------|
| 1.    | <a href="#">userdoc.txt</a> | Public         |

  
 Submit

  
 Attach

  
 Exit

Press the Submit button to add information to the system.

Press the Attach button to attach documents.

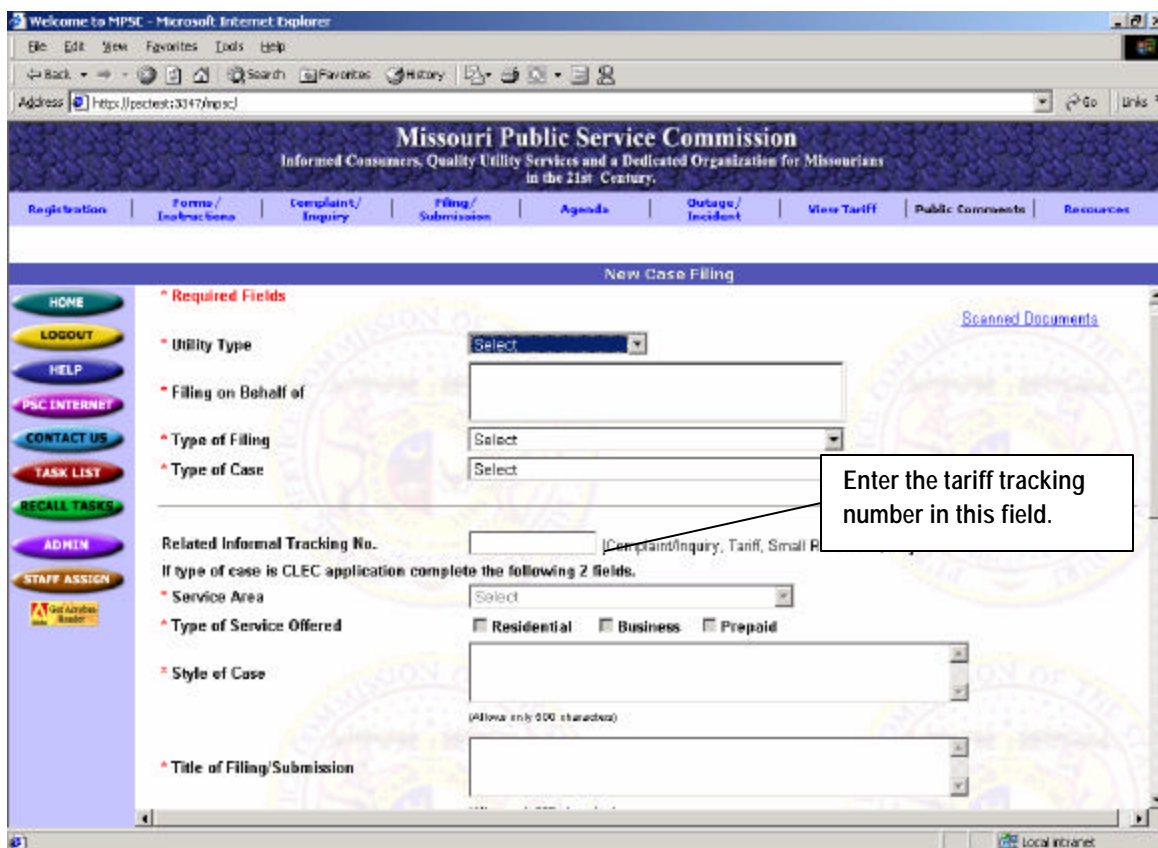
Press the Exit button to go to the main menu.

| Field / Button     | Description   |
|--------------------|---|
| * Required Fields  | Denotes that the field is mandatory.  |
| Scanned Documents  | Applicable only to internal users. The link is invisible once the attachments are made.   |
| Utility Type       | Allows the user to select a utility type from the list provided.  |
| PSC MO No.         | Accepts the PSC MO number from the user.  |
| Company Name       | Allows user to select a company from the list provided. Once selected, the validation is pending for the tariff document for the user selected criteria (utility type + PSC MO No. + company name). If found invalid, the message "No record exists" will appear. If there is a pending tariff document, the Submit and Attach buttons will be enabled. |
| Purpose of Archive | Allows the user to enter the purpose for archiving the current tariff document.   |
| Attachments        | If the form has any attached files, the file names will be displayed over here as links   |
| Security Level     | Displays the security level of the attached documents.  |
| Attach             | When this button is selected, the message "Do you want to exit without submitting?" will appear. When the OK button is chosen, the user will be taken back to the Tariff Menu screen.   |
| Submit             | When this button is selected various error messages will appear if mandatory fields are not completed. If above all conditions are satisfied then the message, "Press OK to Submit or Cancel to review all data entered before final Submission." will be displayed. When the OK button is selected, information will be inserted into the system.      |
| Exit               | When this button is selected, the message "Do you want to exit without submitting?" will appear. When the OK button is chosen, the user will be taken back to the Tariff Menu screen.   |

## 4.8 Motion to Suspend / Expedite

If a company files a tariff and the PSC staff finds it to be unacceptable, they will request that the attorney file a motion to suspend the tariff. When selecting this option, the user will be taken to the New Case Filing Screen where they can complete the filing. Filings are accepted through web, fax or mail. If the user is filing through web, the user will logon into the system and will complete the related page. The soft copy of the relevant documents will be sent as an attachment. The PSC staff can also enter a case, on behalf of an individual or company, which is received through mail or fax and the documents will be scanned and entered into the system. The PSC staff themselves can file a case.

### Motion to Suspend / Expedite – New Case Filing Screen



Welcome to MPSC - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Reload Home Search Favorites History

Address <http://pectest:3347/mpsc/> Go Links

**Missouri Public Service Commission**  
Informed Consumers. Quality Utility Services and a Dedicated Organization for Missourians  
in the 21st Century.

Registration Forms/Instructions Complaints/Inquiry Filing/Submission Agendas Outage/Incident View Tariff Public Comments Resources

**New Case Filing**

HOME LOGOUT HELP PSC INTERNET CONTACT US TASK LIST RECALL TASKS ADMIN STAFF ASSIGN

**\* Required Fields**

\* Utility Type

\* Filing on Behalf of

\* Type of Filing

\* Type of Case

Related Informal Tracking No.  (Complaint/Inquiry, Tariff, Small P...)

If type of case is CLEC application complete the following 2 fields.

\* Service Area

\* Type of Service Offered ☐ Residential ☐ Business ☐ Prepaid

\* Style of Case

(Allows only 500 characters)

\* Title of Filing/Submission

[Scanned Documents](#)

Enter the tariff tracking number in this field.

Local intranet

## 5 Agenda

This process, as the name suggests, is used to prepare the agenda for the Commissioners meeting. This module allows the user to view the agenda details, agenda minute details and also can update the agenda minutes by MPSC staff for a selected date. Upon selecting "Agenda" in the menu bar (on the top of the web page), the following screen is displayed. The links on this page are used to access the different Agenda forms in the application.

### Agenda Information Menu Screen





## 5.1 View Agenda

The Search screen is used to display the agenda details for the entered year and month. The agenda dates are populated for the entered year and selected month. Upon selecting an agenda date, details are displayed for the specified agenda date. The Result screen displays all the details of an agenda for a selected date.

### View Agenda Search Screen



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**View Agenda**

HOME  
LOGOUT  
HELP  
PSC INTERNET  
CONTACT US

Year: 2001 Month: August  
Agenda Date: Select

Exit

Takes the user to Agenda Information Menu screen.

Enter the year, select the month and then select the Agenda date.

**Missouri Public Service Commission**  
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in the 21st Century.

Registration | Forms / Instructions | Inquiry / Complaints | Filing / Submission | **Agenda** | Outage / Incident | View Tariff | Public Comments | Resources

**View Agenda**

HOME  
LOGOUT  
HELP  
PSC INTERNET  
CONTACT US  
TASK LIST

Year: 2001 Month: August  
Agenda Date: 08/28/2001 Time: 11:00 AM  
PSC Agenda Room  
Governor Office Building  
200 Madison Street, Suite 900  
Jefferson City, Missouri 65101

**Tariff and New Orders**

| Item No. | Case/Tracking No. | Company Name-Brief Description           | Name of Staff Entering/Contact             |
|----------|-------------------|--|--|
| 1.       | JG-2001-004352    | DIAM Organics<br>Case related to Tariff. | Ambrose D Candy, Bax A Alan, Bender S Leon |

**Case Discussion**

| Item No. | Case No.       | Company Name-Brief Description                | Name of Staff Entering/Contact              |
|----------|----------------|---|---|
| 1.       | EA-2001-000401 | DIAM Organics<br>Case related to Application. | Ambrose D Candy, Bax A Alan, Bender S Leon  |
| 2.       | CA-2001-010201 | Accenture<br>Case related to Application.     | Ambrose D Candy, Bax A Alan, Bender S Leon  |
| 3.       | CA-2001-010201 | Accenture<br>Case related to Application.     | ashish a muley, Ambrose D Candy, Bax A Alan |
| 4.       | CA-2001-010201 | Accenture<br>Case related to Application.     | Ambrose D Candy, Bax A Alan, Bender S Leon  |
| 5.       | CA-2001-010201 | Accenture<br>Case related to Application.     | Ambrose D Candy, Bax A Alan, Bender S Leon  |
| 6.       | CA-2001-010201 | Accenture<br>Case related to Application.     | Ambrose D Candy, Bax A Alan, Bender S Leon  |

**Other Discussion**

| Other Discussion | Name of Staff Entering/Contact | Description |
|------------------|--------------------------------|-------------|
| Vote to Close    | Name of Staff Entering Item    |             |
| Close the case.  | ashish a muley                 |             |

In addition to the items listed above, any items from the immediately preceding agenda could be continued to this agenda. The resulting order may differ from the proposal indicated on the original agenda. Cases appearing on the Weekly Docket of the Commission may be discussed as necessary on the days on which they appear on the Docket.

The Official Agenda of the Commission is posted on 3rd floor Receptionist area of the Governor Office Building.

Print Exit

These are section headings and each section contains data pertaining to the heading.

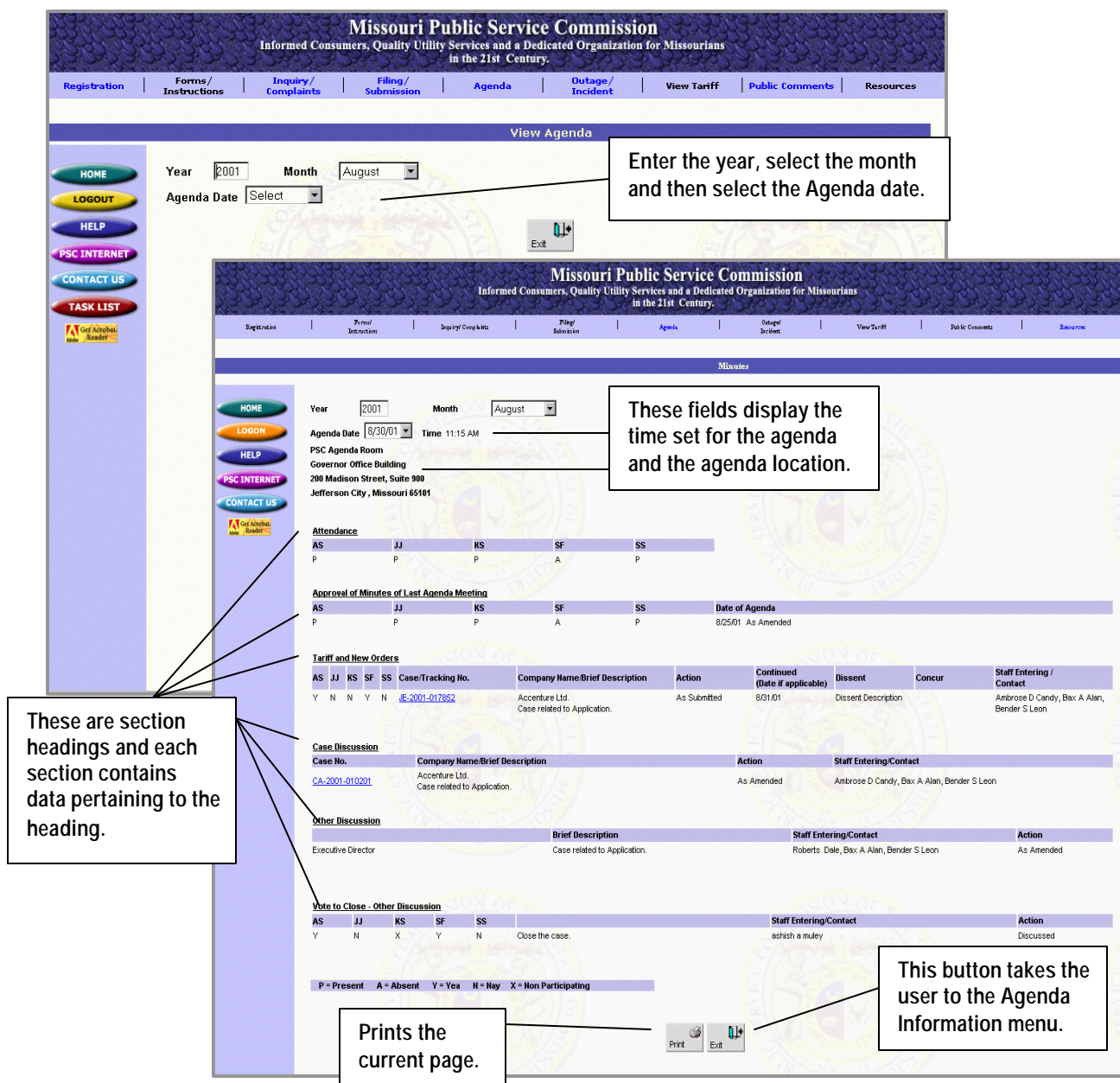
This button allows the user to print the document.

| Fields/Button                  | Description  |
|--------------------------------|--|
| Year                           | The user can enter a year in yyyy format.  |
| Month                          | This is a drop down box from which a specific month can be selected.                             |
| Agenda Date                    | It displays the agenda date for the entered year and selected month.                             |
| Item No.                       | This field displays the item number  |
| Case/Tracking No.              | This field displays the case/tracking number pertaining to tariff/new orders.                    |
| Company Name/Brief Description | This field displays the company name and the description pertaining to the Case/Tracking number. |
| Name Of Staff Entering/Contact | This field displays the lead staff name and then the rest of the staff names.                    |
| Other Discussion               | This field displays other discussions, which are not covered under Case or Tracking details.     |
| Description                    | This field displays the description of the discussions.  |
| Vote To Close                  | This field displays the Vote To Close Description.   |
| Name Of Staff Entering Item    | This field displays the lead staff name and then the rest of the staff names.                    |
| Print                          | Prints the current page.   |
| Exit                           | Returns the user to the main menu.   |

## 5.2 View Minutes

The Search screen is used to display the Minutes details for the selected date. The minutes dates are populated for the entered year and selected month. On the selection of a minutes date details are displayed for the selected date. The Result screen displays all the details of an agenda minutes for a selected date.

### View Minutes Search Screen



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Registration | Forms/Instructions | Inquiry/Complaints | Filing/Submission | Agenda | Outage/Incident | View Tariff | Public Comments | Resources

**View Agenda**

Year: 2001 Month: August  
Agenda Date: Select

Enter the year, select the month and then select the Agenda date.

**Minutes**

Year: 2001 Month: August  
Agenda Date: 8/30/01 Time: 11:15 AM

These fields display the time set for the agenda and the agenda location.

PSC Agenda Room  
Governor Office Building  
200 Madison Street, Suite 900  
Jefferson City, Missouri 65101

**Attendance**

| AS | JJ | KS | SF | SS |
|----|----|----|----|----|
| P  | P  | P  | A  | P  |

**Approval of Minutes of Last Agenda Meeting**

| AS | JJ | KS | SF | SS | Date of Agenda     |
|----|----|----|----|----|--------------------|
| P  | P  | P  | A  | P  | 8/25/01 As Amended |

**Tariff and New Orders**

| AS | JJ | KS | SF | SS | Case/Tracking No. | Company Name/Brief Description                 | Action       | Continued (date if applicable) | Dissent              | Concur | Staff Entering / Contact                   |
|----|----|----|----|----|-------------------|--|--------------|--------------------------------|----------------------|--------|--|
| Y  | N  | N  | Y  | N  | JE-2001-017852    | Accenture Ltd.<br>Case related to Application. | As Submitted | 8/31/01                        | Dissent Description: |        | Ambrose D Candy, Bax A Alan, Bender S Leon |

**Case Discussion**

| Case No.       | Company Name/Brief Description                 | Action     | Staff Entering/Contact                     |
|----------------|--|------------|--|
| CA-2001-010201 | Accenture Ltd.<br>Case related to Application. | As Amended | Ambrose D Candy, Bax A Alan, Bender S Leon |

**Other Discussion**

| Brief Description                                  | Staff Entering/Contact                  | Action     |
|--|---|------------|
| Executive Director<br>Case related to Application. | Roberts Dale, Bax A Alan, Bender S Leon | As Amended |

**Vote to Close - Other Discussion**

| AS | JJ | KS | SF | SS | Staff Entering/Contact | Action    |
|----|----|----|----|----|------------------------|-----------|
| Y  | N  | X  | Y  | N  | ashish a muley         | Discussed |

P = Present A = Absent Y = Yea N = Nay X = Non Participating

Prints the current page.

Print Exit

This button takes the user to the Agenda Information menu.

These are section headings and each section contains data pertaining to the heading.

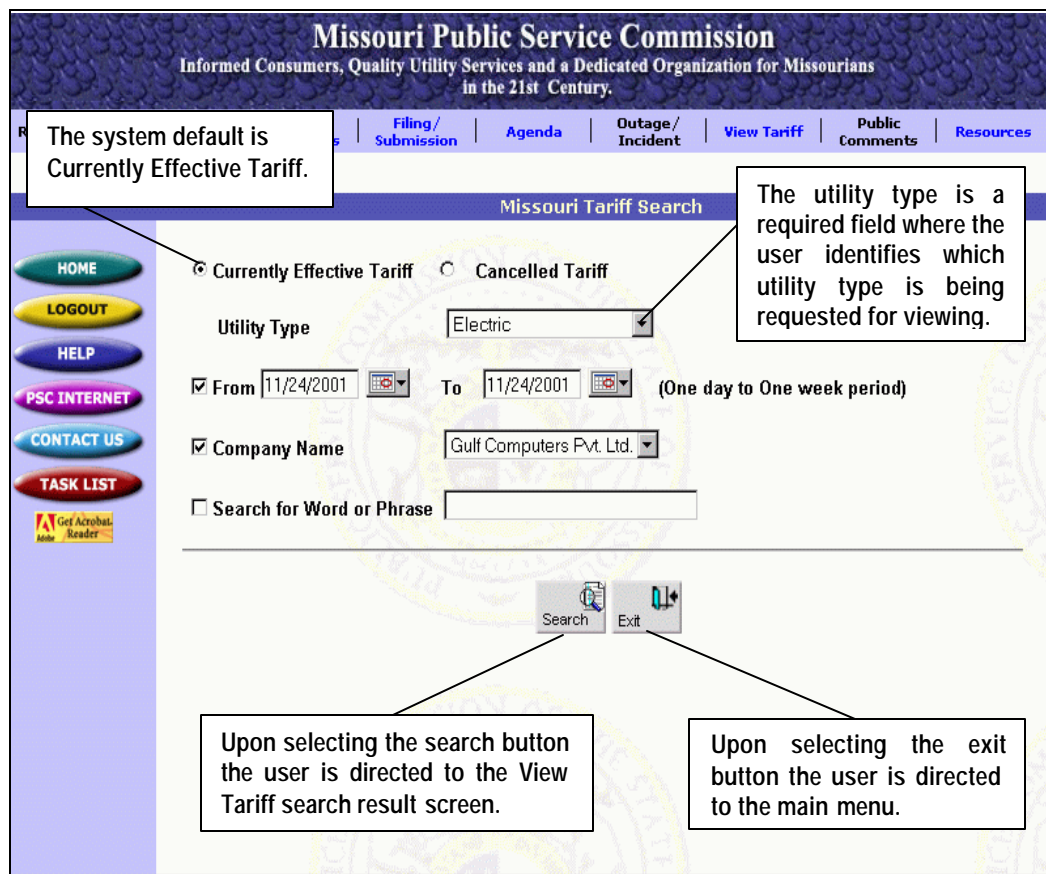
| Fields / Button                            | Description   |
|--|---|
| Year                                       | The user can enter a year. The year validation is done as per validations.  |
| Month                                      | This drop down list displays the twelve months of a year.   |
| Agenda Date                                | This drop down list displays the Agenda Date for the entered year and selected month.   |
| AS, JJ, KS, SF, SS                         | This field displays the current Commissioner ID's.  |
| Staff                                      | This field displays the attendance of the staff.  |
| Approval of Minutes of Last Agenda Meeting | Heading for the display of the initials of those who have approved the meeting minutes.   |
| Date of Agenda                             | This field displays the agenda date and action taken by the commissioner's.   |
| Case/Tracking No.                          | This field displays the Case/Tracking Number. Selecting the Case / Tracking Number shows the list of documents related to the case. |
| Continued (Date if applicable)             | This field displays the date if the agenda needs to be discussed further.   |
| Dissent                                    | This field displays the reason of disapproval of the commissioners.   |
| Concur                                     | This field displays the reason of approval of the commissioners.  |
| Case No.                                   | This field displays the case number. Selecting Case number shows the list of documents related to the case.                         |
| Company Name / Brief Description           | This field displays the name of the company and agenda description.   |
| Brief Description                          | This field displays agenda description.   |
| Staff Entering / Contact                   | This field displays the name of the staff.  |
| Action                                     | This field displays action taken on agenda.   |
| Vote To Close – Other Discussion           | This field displays the description for the closure of other discussion.  |
| Print                                      | Prints the current page.  |
| Exit                                       | Goes to main menu.  |



## 6 View Tariff

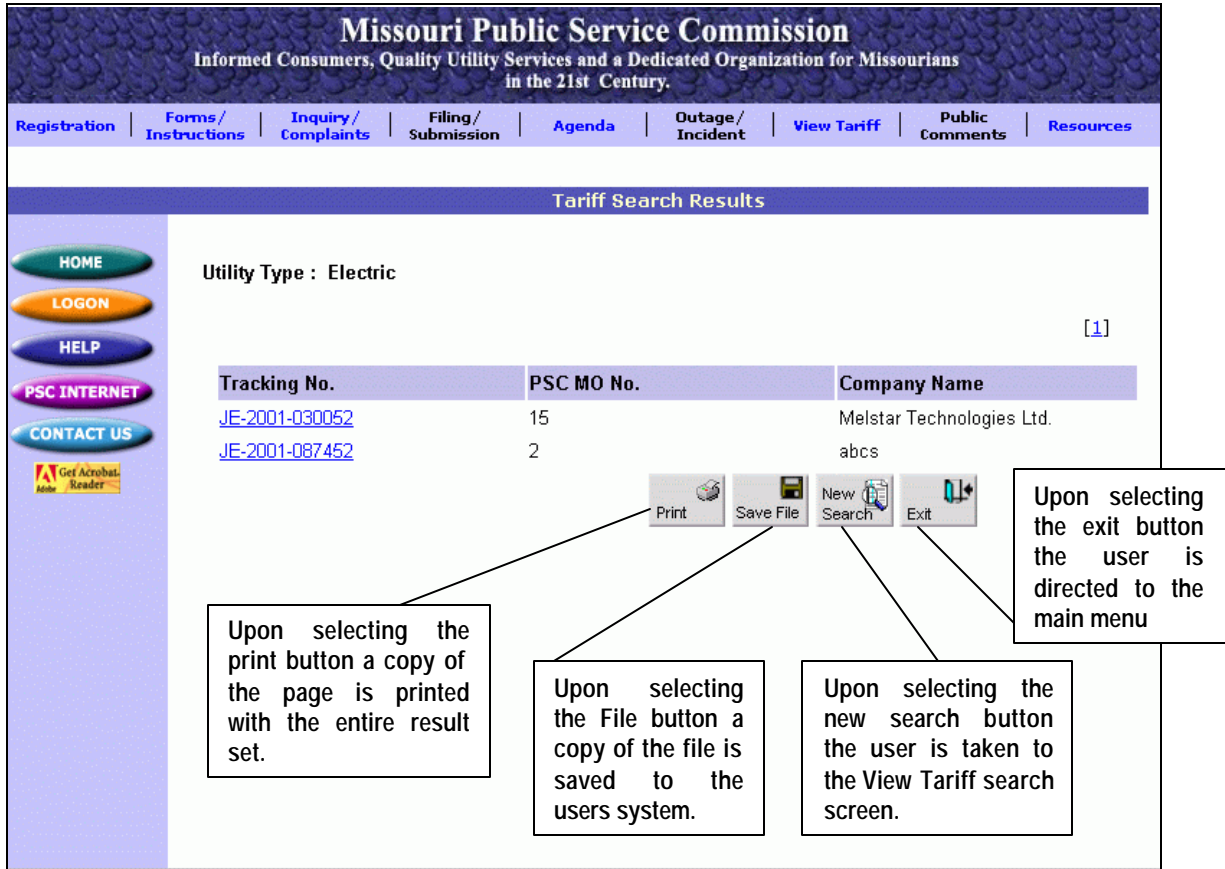
The process is to view the list of tariff filed by the companies of a specific utility type in a specific period based on which are either currently effective tariff or cancelled tariff. A period should be limited from one day to one week. The report can be based on user specified company name.

### View Tariff Search Screen



| Field/Button | Description   |
|--------------|---|
| From / To    | This field is optional. This date field assists the user in identifying a time frame in which to perform their search. The date can be entered manually or selected from the calendar picture to the right of each field. |
| Company Name | This optional field allows the user to search based on company name. If the user has selected the Company Name check-box, then the company name will need to be selected from the drop down box.                          |

## View Tariff Result Screen



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**Tariff Search Results**

Utility Type : Electric [1]

| Tracking No.                   | PSC MO No. | Company Name              |
|--------------------------------|------------|---------------------------|
| <a href="#">JE-2001-030052</a> | 15         | Melstar Technologies Ltd. |
| <a href="#">JE-2001-087452</a> | 2          | abcs                      |

Print Save File New Search Exit

Upon selecting the print button a copy of the page is printed with the entire result set.

Upon selecting the File button a copy of the file is saved to the users system.

Upon selecting the new search button the user is taken to the View Tariff search screen.

Upon selecting the exit button the user is directed to the main menu

| Field/Button    | Description   |
|-----------------|---|
| Tracking Number | If the user is clicks on the tracking number they will be directed to the Tariff Sheet Screen |
| Print           | Upon selecting the print button a copy of the page is printed with the entire result set.     |
| Save File       | If the user clicks the save File button a copy of the file is saved in the users system.      |
| New Search      | The user id directed to the View Tariff screen.   |
| Exit            | The user is directed to the previous menu.  |



## 7 Inquiry / Complaints

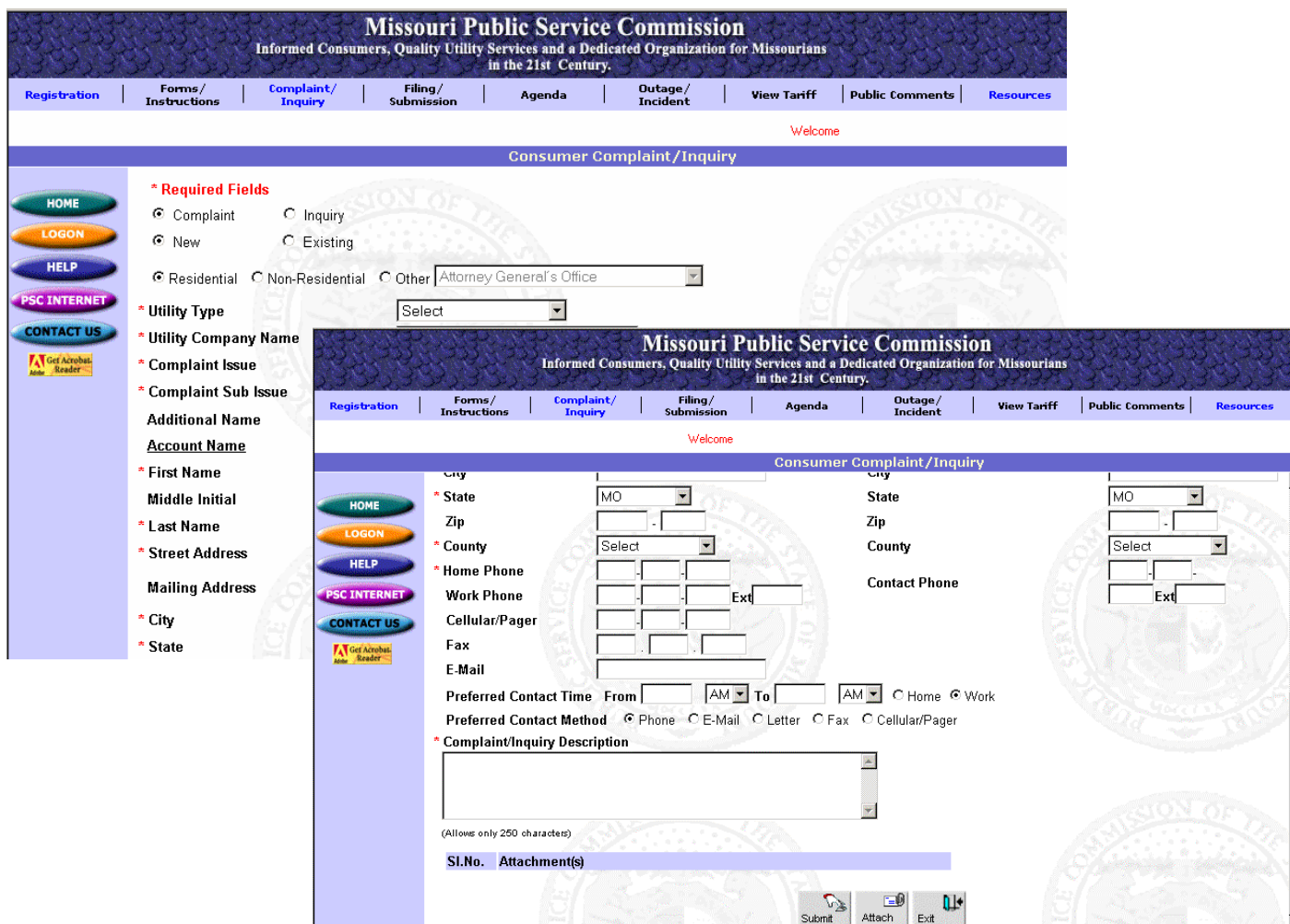
This section allows external consumers to make inquiries or complaints. The external consumer has the option to make a complaint or an inquiry, check the status of a complaint or an inquiry, or to reply to the Public Service Commission in regards to an inquiry or a request for more information.

### Complaint / Inquiry Menu Screens



## 7.1 Complaint / Inquiry

Complaints / inquiries related to utility companies such as billing problems, rates, etc., can be filed using this option. An inquiry can be turned into a complaint and can be registered with the Public Service Commission. Both registered utility companies and individuals can submit complaints or inquiries. Scanned documents can be added to the form by selecting the Scanned Document link and attachments can be added by selecting the Attach button at the bottom of the page.



- ❖ This form will be called up directly. The complaint will be submitted only if all of the mandatory fields are entered.
- ❖ The user can support the complaint with an electronic attachment.
- ❖ The complaint will always be handled by the Consumer Service Department.

| Fields                                  | Description   |
|---|---|
| *Required Fields                        | Denotes that the field is mandatory.  |
| Inquiry / Complaint                     | This field accepts the type of report being filed- whether an inquiry or complaint  |
| New or existing or Reopen               | This field accepts the status of the report being filed, whether a new report is being filed, or an existing one is being modified, or re-opening a closed report.  |
| Mode of Receipt                         | This field allows the user to select the mode by which the complaint/ inquiry was filed.  |
| Residential or Non-Residential or Other | This field accepts the status of the user logging the report, whether Residential or Non-Residential or Other. If the Non-Residential option is selected then an official user can enter information for "Additional Name". If "Other" is selected, then the user should select the other description from the Listbox. |
| Utility Type                            | This field allows the user to select a utility type from the list provided.   |
| Utility Company Name                    | This field allows the user to select a company name from the list provided dependent upon the utility type selected.  |
| Priority                                | This field accepts the user-determined priority of the complaint / inquiry from the drop-down list.   |
| Complaint Issue                         | This field allows the user to select a complaint issue from the list provided   |
| Complaint Sub Issue                     | This field allows the user to select a complaint sub issue from the list provided.  |
| Consumer's Account No.                  | This field allows the user to enter the Consumer's account number. The user is not allowed to enter an account number that is more than 20 characters/numbers in length.  |
| Additional Name                         | This field allows the user to enter an additional name for the business purpose. This text box is enabled only if the "Non-Residential" option is selected.   |
| Account Name or Reporting Party         | This field accepts details for the user who is logging the Inquiry / Complaint  |
| First Name                              | This field accepts the first name   |
| Middle Initial                          | This field accepts the middle initial of the name   |
| Last Name                               | This field accepts the last name  |
| Street Address                          | This field accepts the street address.  |

| Fields                          | Description   |
|---------------------------------|---|
| Mailing Address                 | This field accepts the mailing address.   |
| City                            | This field accepts the city name  |
| State                           | This field allows selection of the state from the list provided.  |
| Zip                             | This field accepts the Zoning Improvement Plan code. The zip code should be either 5 or 9 digits long.  |
| County                          | This field accepts the county name  |
| Consumer Phone                  | This field accepts the phone no. The phone number should be entered in ###-###-#### Ext.##### format.   |
| Fax                             | This field accepts the Fax number. The fax number should be entered in ###-###-#### format.   |
| E-Mail                          | This field accepts the E-mail of the reporting party.   |
| Preferred Contact Time          | This field accepts the time in HH:MM format using a 12 hour clock.  |
| Home or Work                    | This field accepts the preferred contact location.  |
| Preferred Contact Method        | This field accepts the preferred contact method like phone or e-mail or letter or fax.  |
| Complaint / Inquiry Description | This field accepts the Complaint / Inquiry description about the complaint being entered by the user.   |
| Attachments                     | If a user has attached any files to the form, the file names will be displayed here as links.   |
| Submit                          | This button is used to file the entered information with the Public Service Commission. When this button is chosen, various informational / error messages will appear if any of the fields are left blank. If all of the above conditions are satisfied, the message "Press OK to Submit or Cancel to review:" is displayed. When the OK button is selected, the "Do you have another complaint to submit? If yes, then OK else cancel" message is shown. Clicking OK will cause the complaint or inquiry to be filed with the MPSC. |
| Attach                          | This button opens the Attachment screen where the user will attach electronic documents to the submission. Non-electronic documents can be identified as forth-coming to the Public Service Commission. Electronic documents will be attached to the submission by using the browse button, selecting the file, and then choosing this Attach button.   |
| Resolve                         | This button opens the Complaint / Inquiry Resolve Notification Screen. Validations mentioned for the Submit button are applicable here also.  |
| Exit                            | This takes the user back to the Inquiry / complaint menu screen.  |

## 7.2 Status Check

This option enables the user to check the status of a previously filed complaint or inquiry. If the user does not know the Complaint / Inquiry number, they should contact the Public Service Commission.

### Status Check Screens



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ome

**Consumer Complaint/Inquiry-Status Check**

HOME  
LOGOUT  
HELP  
PSC INTERNET  
CONTACT US  
TASK LIST  
RECALL TASKS  
ADMIN  
STAFF ASSIGN

Complaint / Inquiry No. [C200200245] [Help for Complaint / Inquiry Number](#)

First Name [Bob] Last Name [Weaver] Search

Utility Type Gas

Utility Company Southern Union Company

Utility Account No.

Complaint / Inquiry Descriptions MGE supplies piping for business, but he can buy from any supplier, such as the Chicago Board of Trade or Williams as long as he books a certain amount. He was told that if there was a gas curtailment, he would be curtailed before (see attached)

Complaint / Inquiry Issue Other/Misc

Status Closed

Additional Name Hampshire Pet Products

Home Phone 999-999-9999

Work Phone 417-625-8625 Ext -

Cellular/Pager

Reporting Party

Contact Name

The status of the complaint can be checked by entering the complaint number on this form and pressing the Tab key.



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Registration | Forms/Instructions | Complaint/Inquiry | Filing/Submission | Agenda | Outage/Incident | View Tariff | Public Comments | Resources

Welcome

**Consumer Complaint/Inquiry-Status Check**

HOME  
LOGOUT  
HELP  
PSC INTERNET  
CONTACT US  
TASK LIST  
RECALL TASKS  
ADMIN  
STAFF ASSIGN

Contact Name

Address

City State Missouri Zip

| Date       | Staff           | Comments  | Action                         |
|------------|-----------------|---|--------------------------------|
| 04/16/2002 | Candy Ambrose   | MGE supplies piping for business, but he can buy from any supplier, such as the Chicago Board of Trade or Williams as long as he books a certain amount. He was told that if there was a gas curtailment, he would be curtailed before (see attached) | Waiting For Process            |
| 04/17/2002 | Tracie Hunsaker |   | Routed and Waiting for Process |
| 04/17/2002 | Tracie Hunsaker | 04/17/02 - complaint faxed to company   | Saved                          |
| 04/17/2002 | Tracie Hunsaker | Please review and respond. Thanks Tracie  | Suspend                        |
| 05/31/2002 | Tracie Hunsaker | Task transferred to self  | Routed and Waiting for Process |
| 05/31/2002 | Tracie Hunsaker | Mr. Weaver withdrew his complaint   | Saved                          |
| 05/31/2002 | Tracie Hunsaker | Complaint closed  | Accepted/Resolved              |

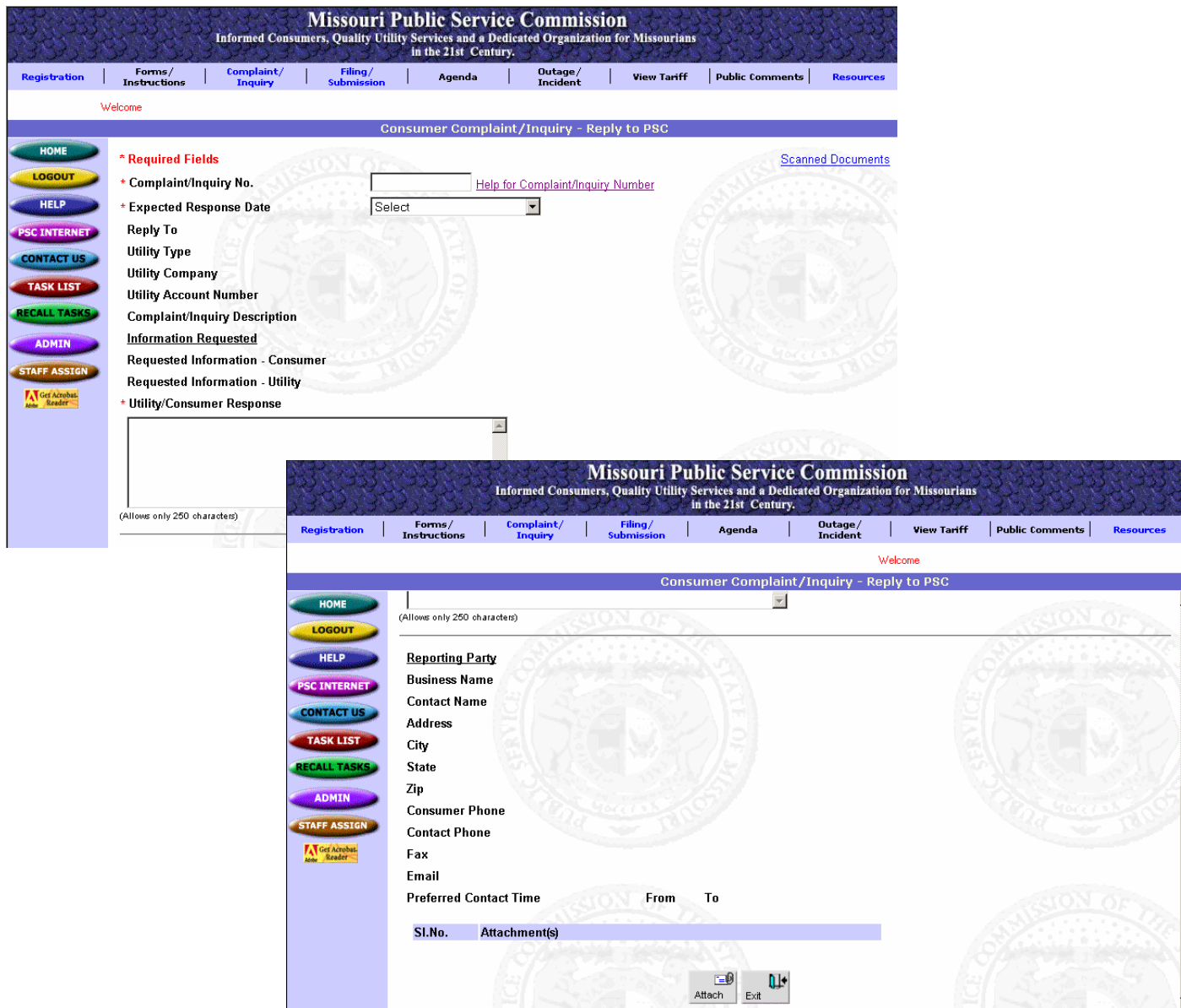
Save as File Print Exit



## 7.3 Reply to Public Service Commission

This form is used when additional information or documentation has to be supplied to the Public Service Commission by external users (individual or utility company).

### Consumer Complaint / Inquiry – Reply to Public Service Commission Screen



**Missouri Public Service Commission**  
Informed Consumers, Quality Utility Services and a Dedicated Organization for Missourians in the 21st Century.

Registration | Forms/Instructions | **Complaint/Inquiry** | Filing/Submission | Agenda | Outage/Incident | View Tariff | Public Comments | Resources

Welcome

**Consumer Complaint/Inquiry - Reply to PSC**

**\* Required Fields**

\* Complaint/Inquiry No.  [Help for Complaint/Inquiry Number](#)

\* Expected Response Date

Reply To

Utility Type

Utility Company

Utility Account Number

Complaint/Inquiry Description

Information Requested

Requested Information - Consumer

Requested Information - Utility

\* Utility/Consumer Response

(Allows only 250 characters)

**Missouri Public Service Commission**  
Informed Consumers, Quality Utility Services and a Dedicated Organization for Missourians in the 21st Century.

Registration | Forms/Instructions | **Complaint/Inquiry** | Filing/Submission | Agenda | Outage/Incident | View Tariff | Public Comments | Resources

Welcome

**Consumer Complaint/Inquiry - Reply to PSC**

(Allows only 250 characters)

**Reporting Party**

Business Name

Contact Name

Address

City

State

Zip

Consumer Phone

Contact Phone

Fax

Email

Preferred Contact Time  From  To

SI.No. Attachment(s)

Attach Exit

The user can submit the reply only if a request has been made pertaining to the Complaint Number that the user has entered. The expected response date dropdown box is populated with the response date, which the user has to select (mandatory) and then submit the response.



| Fields                          | Description   |
|---------------------------------|---|
| *Required Fields                | Denotes that the field is mandatory   |
| Expected Response Date          | This field accepts the expected response date from the user on the selected Complaint / Inquiry Number from the drop-down box.  |
| Reply To                        | This field displays the name of the Public Service Commission staff member to whom the reply is being made.   |
| Utility Type                    | This field displays the utility type.   |
| Utility Company                 | This field displays the utility company.  |
| Utility Account Number          | This field displays the utility account number.   |
| Complaint / Inquiry Description | This field displays the complaint / inquiry description.  |
| Utility/Consumer Response       | This field displays the utility/consumer's response to the complaint / inquiry.   |
| Reporting Party-Business Name   | This field displays the business name of the reporting party.   |
| Contact Name                    | This field displays the contact name of the contact party.  |
| Address                         | This field displays the address of the reporting party.   |
| City                            | This field displays the city of the reporting party.  |
| State                           | This field displays the state of the reporting party.   |
| Zip                             | This field displays the Zoning Improvement Plan code of the reporting party.  |
| Consumer Phone                  | This field displays the phone number of the reporting party.  |
| Contact Phone                   | This field displays the phone number of the number of the contact party.  |
| Email                           | This field displays the email of the reporting party.   |
| Preferred Contact Time          | This field displays the preferred contact time of the reporting party.  |
| Attachments                     | If the form has any attached files, the filenames will be displayed here as links.  |
| Submit                          | This button will file the complaint / inquiry reply with the Public Service Commission.   |
| Attach                          | This button opens the Attachment screen where the user will attach electronic documents to the submission. Non-electronic documents can be identified as forth-coming to the Public Service Commission. Electronic documents will be attached to the submission by using the browse button, selecting the file, and then choosing this Attach button. |
| Exit                            | When this button is selected, the message "Do you want to exit without submitting?" will appear. If OK is selected, the user will be taken back to the Complaint / Inquiry menu.  |

## 8 Outage / Incident Notification

The Outage / Incident screens are submitted for water contamination, gas leaks, floods, major electrical failures, and similar events. Only utility companies and internal staff members (based on User ID) have access to these screens. These forms receive the highest priority over all other tasks in the workflow. The user should select Outage / Incident from the main menu bar. Then select Outage / Incident Report from the next screen.

### Main Menu Screens

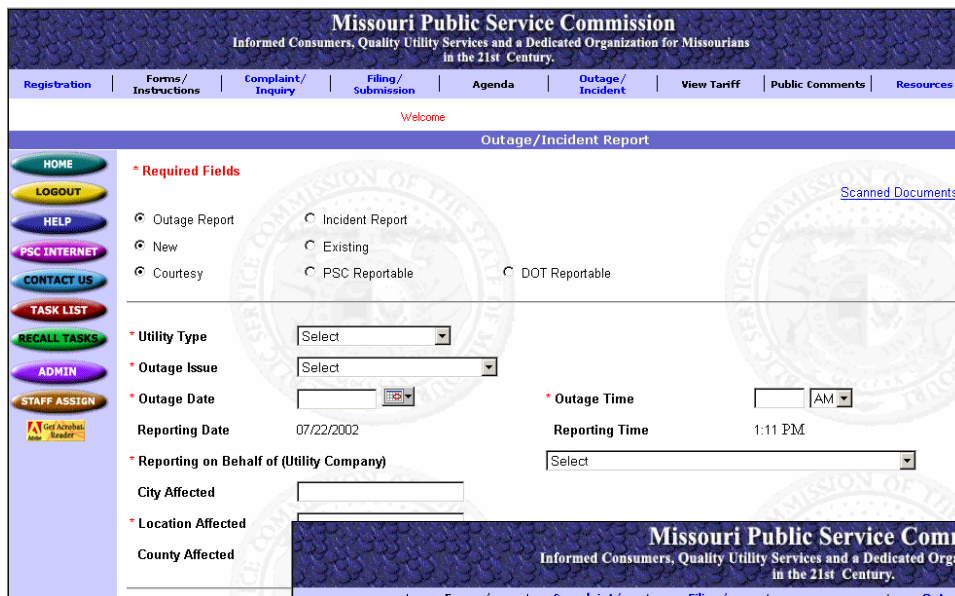
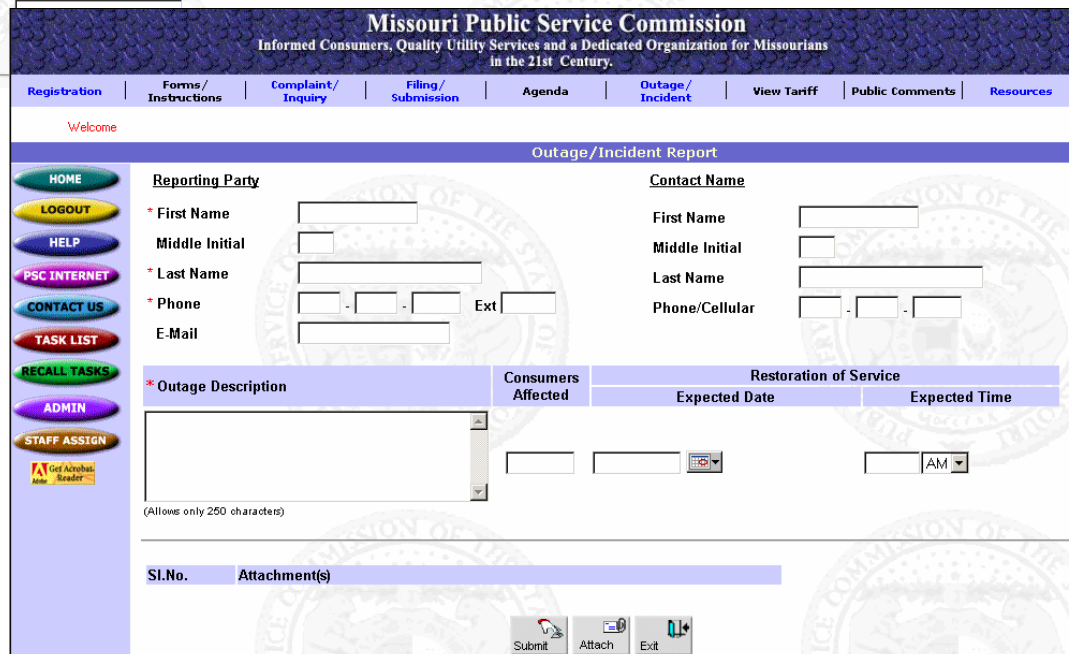


The screenshot displays the Missouri Public Service Commission website. The header includes the commission's name and tagline. A navigation bar lists various services, with 'Outage/Incident' highlighted. Below this, a 'Welcome' message is followed by a 'Outage/Incident' section. On the left, a vertical menu contains buttons for HOME, LOGOUT, HELP, PSC INTERNET, CONTACT US, TASK LIST, RECALL TASKS, ADMIN, and STAFF ASSIGN. In the main content area, two links are visible: 'Outage/Incident Report' and 'Reply to PSC'. A callout box with an arrow points to the 'Outage/Incident Report' link, containing the text: 'Select this option to file an Outage / Incident Report.'

## 8.1 Outage / Incident Report

The Outage/Incident screen is completed by the utility companies, or the affected parties.

### Outage / Incident Report Screens

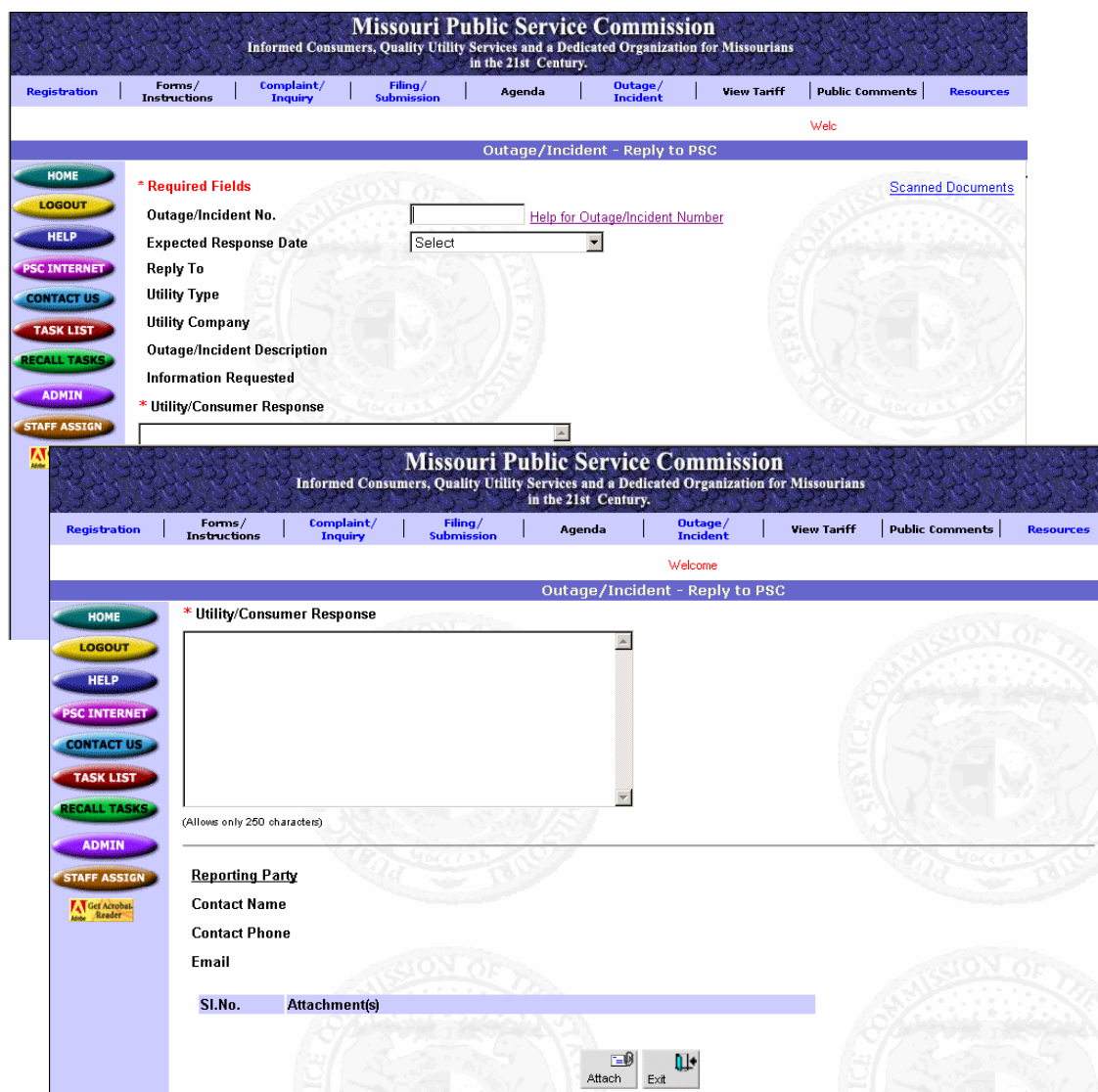
- ❖ Various alert messages will appear if mandatory fields are left empty
- ❖ The outage date and time should always be less than the outage reporting date and time
- ❖ The reporting data and time will be the current date and time.

| Fields                                    | Description   |
|---|---|
| Outage Report Incident Report             | These radio buttons indicate the type of report being filed – whether an outage or incident   |
| New or Existing                           | These radio buttons indicate the status of the report being filed, whether a new report is being filed or an existing one is being modified.  |
| Utility Type                              | This field allows the user to select a utility typed from the list provided.  |
| Outage Issue                              | This field allows the user to select an outage issue from the list provided.  |
| Outage Date                               | This field the outage date.   |
| Outage Time                               | This field allows the user to enter the outage time.  |
| Utility Company                           | This field allows the user to select a utility company from the list provided.  |
| City affected                             | This field accepts the city.  |
| Location Affected                         | This field accepts the location   |
| County Affected                           | This field allows the user to select a county from the list provided  |
| Reporting Party – First Name              | This field accepts the first name of the reporting party.   |
| Reporting Part – Middle Initial           | This field accepts the middle initial of the reporting party  |
| Reporting Party – Last Name               | This field accepts the last name of the reporting party   |
| Reporting Party – Phone                   | This field accepts the phone number of the reporting party  |
| Reporting Party – Email                   | This field accepts the email of the reporting party.  |
| Contact Name – First Name                 | This field accepts the first name of the contact person   |
| Contact Name – Middle Initial             | This field accepts the middle initial of the contact person   |
| Contact Name- Last Name                   | This field accepts the last name of the contact person.   |
| Contact Name – Phone / Cellular           | This field accepts the phone number of the contact person.  |
| Outage Description                        | This field accepts an outage description from the user.   |
| Consumer's Affected                       | This field accepts the number of consumers affected.  |
| Restoration of Service – Restoration Date | This field accepts the restored date of the outage / incidence report being filed.  |
| Restoration of Service – Restoration Time | This field accepts the restored time of the outage / incidence report being filed.  |
| Submit                                    | This button is used to submit the outage / incidence report to the Public Service Commission.   |
| Attach                                    | This button opens the Attachment screen where the user will attach electronic documents to the submission. Non-electronic documents can be identified as forth-coming to the Public Service Commission. Electronic documents will be attached to the submission by using the browse button, selecting the file, and then choosing this Attach button. |
| Exit                                      | When this button is selected, the message "Do you want to exit without submitting?" is displayed. Selecting OK will take the user back to the Outage / Incidence Notification menu.   |

## 8.2 Reply to the Public Service Commission

This form is used when additional information or documentation has to be supplied to the Public Service Commission by external users (individual or utility company).

### Consumer Complaint / Inquiry – Reply to Public Service Commission Screen



**Missouri Public Service Commission**  
Informed Consumers, Quality Utility Services and a Dedicated Organization for Missourians in the 21st Century.

Registration | Forms/Instructions | Complaint/Inquiry | Filing/Submission | Agenda | Outage/Incident | View Tariff | Public Comments | Resources

Welcome

**Outage/Incident - Reply to PSC**

**\* Required Fields**

Outage/Incident No.  [Help for Outage/Incident Number](#)

Expected Response Date

Reply To

Utility Type

Utility Company

Outage/Incident Description

Information Requested

**\* Utility/Consumer Response**

**Missouri Public Service Commission**  
Informed Consumers, Quality Utility Services and a Dedicated Organization for Missourians in the 21st Century.

Registration | Forms/Instructions | Complaint/Inquiry | Filing/Submission | Agenda | Outage/Incident | View Tariff | Public Comments | Resources

Welcome

**Outage/Incident - Reply to PSC**

**\* Utility/Consumer Response**

(Allows only 250 characters)

**Reporting Party**

Contact Name

Contact Phone

Email

| Sl.No.               | Attachment(s)        |
|----------------------|----------------------|
| <input type="text"/> | <input type="text"/> |

Attach Exit

The user can submit the reply only if a request has been made pertaining to the Complaint Number that the user has entered. The expected response date dropdown box is populated with the response date, which the user has to manually select and then submit the responses.



| Fields                      | Description   |
|-----------------------------|---|
| Outage / Incidence No.      | <p>This field accepts the Outage / Incidence number. If a valid Outage / Incidence number is entered, the following details are displayed to the user:</p> <ul style="list-style-type: none"> <li>❖ The expected response date list is populated</li> <li>❖ The name of the Public Service Commission staff to whom the response is being sent.</li> <li>❖ Utility type</li> <li>❖ Utility company</li> <li>❖ Outage / Incidence description</li> <li>❖ Information requested</li> </ul> <p>And the details of the reporting party filing that outage / incidence report.</p> |
| Expected Response Date      | The user has to select the response date from the available list.   |
| Utility / Consumer Response | This field allows the user to enter the response  |
| Submit                      | This field is used to submit the Reply to the Public Service Commission.  |
| Attach                      | Enables the user to attach supporting documentation sing the attachment screen.   |
| Exit                        | When this button is selected, the message "Do you want to exit without submitting?" is displayed. If OK is selected, the user will be taken back to the Outage Incidence Notification menu.   |

## 9 Resources

The main menu screen for the Resources module is found at the far right of the Home screen of the system.

### Resources Main Menu Screen



## 9.1 Case Information

This module gives reports on any information regarding a case filed to MPSC.

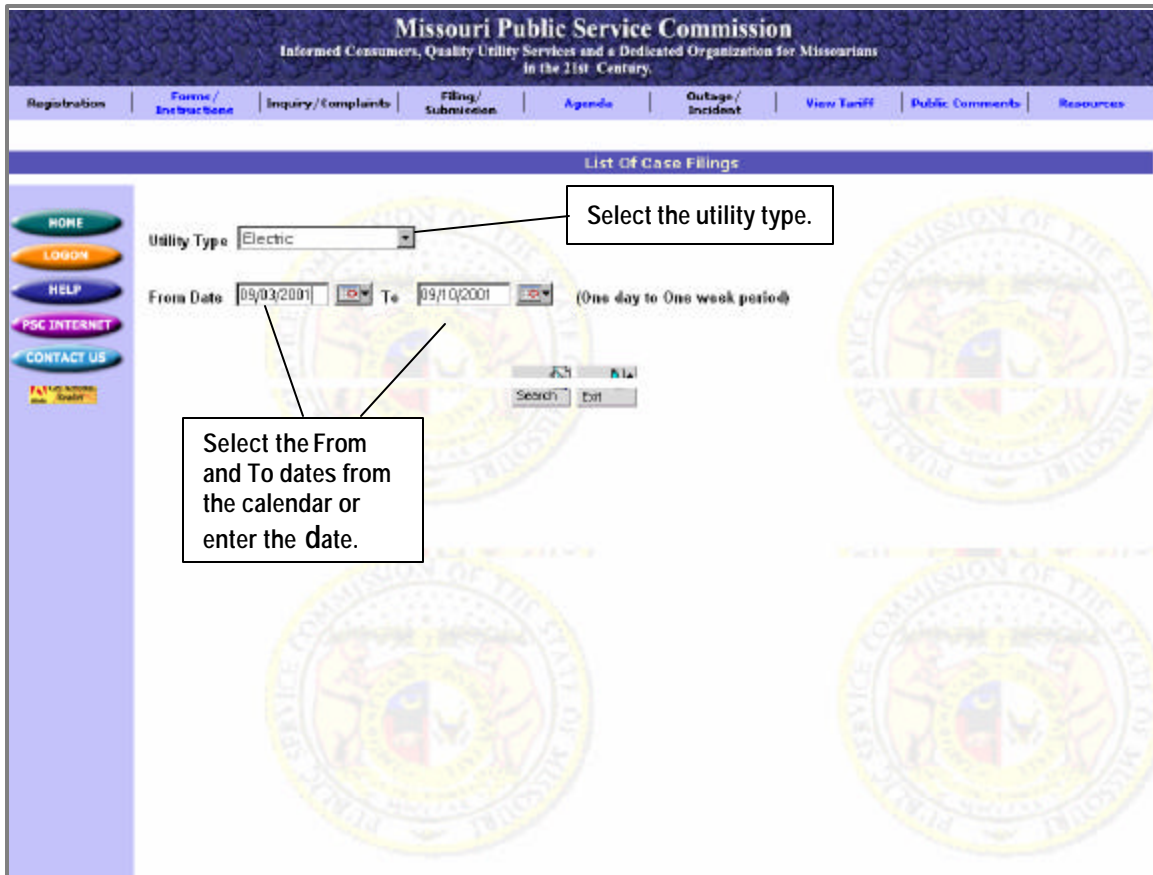
### Case Information Menu Screen



## 9.1.1 Recent Case Filings

This option is to view all the list of filings of the case.

### Recent Case Filings



**Missouri Public Service Commission**  
Informed Consumers, Quality Utility Services and a Dedicated Organization for Missourians  
In the 21st Century.

Registration | [Forms / Instructions](#) | Inquiry/Complaints | Filing/ Submission | Agenda | Outage/ Incident | View Tariff | Public Comments | Resources

**List Of Case Filings**

HOME  
LOGIN  
HELP  
PSC INTERNET  
CONTACT US

Utility Type:  Select the utility type.

From Date:  To:  (One day to One week period)

Select the From and To dates from the calendar or enter the date.

## Recent Case Filings Result Screen



**Missouri Public Service Commission**  
Informed Consumers, Quality Utility Services and a Dedicated Organization for Missourians in the 21st Century.

Registration | Forms / Instructions | Inquiry / Complaints | Filing / Submission | Agenda | Outage / Incident | View Tariff | Public Comments | Resources

**Recent Case Filings Results**

Utility Type : Electric  
From Date 09/03/2001 To Date 09/10/2001

| Date       | Case No.                        | Company Name                     | Style Of Case  |
|------------|---------------------------------|----------------------------------|----------------|
| 09/07/2001 | <a href="#">E O-2001-036917</a> | Simplex Ltd.                     | Case Of Relief |
| 09/07/2001 | <a href="#">E O-2001-037906</a> | Melstar Technologies Ltd.        | Case Of Relief |
| 09/07/2001 | <a href="#">E O-2001-037906</a> | BFL Infosys                      | Case Of Relief |
| 09/07/2001 | <a href="#">E O-2001-037906</a> | BEC Ltd.                         | Case Of Relief |
| 09/07/2001 | <a href="#">E O-2001-037906</a> | BFL Infosys                      | Case Of Relief |
| 09/07/2001 | <a href="#">E O-2001-037906</a> | BEC Ltd.                         | Case Of Relief |
| 09/07/2001 | <a href="#">E O-2001-037906</a> | Diarmelle Technologies Pvt. Ltd. | Case Of Relief |
| 09/10/2001 | <a href="#">E O-2001-036906</a> | BFL Infosys                      | Case Of Relief |
| 09/10/2001 | <a href="#">E O-2001-036906</a> | BEC Ltd.                         | Case Of Relief |
| 09/03/2001 | <a href="#">E O-2001-036918</a> | Melstar Technologies Ltd.        | Case Of Relief |

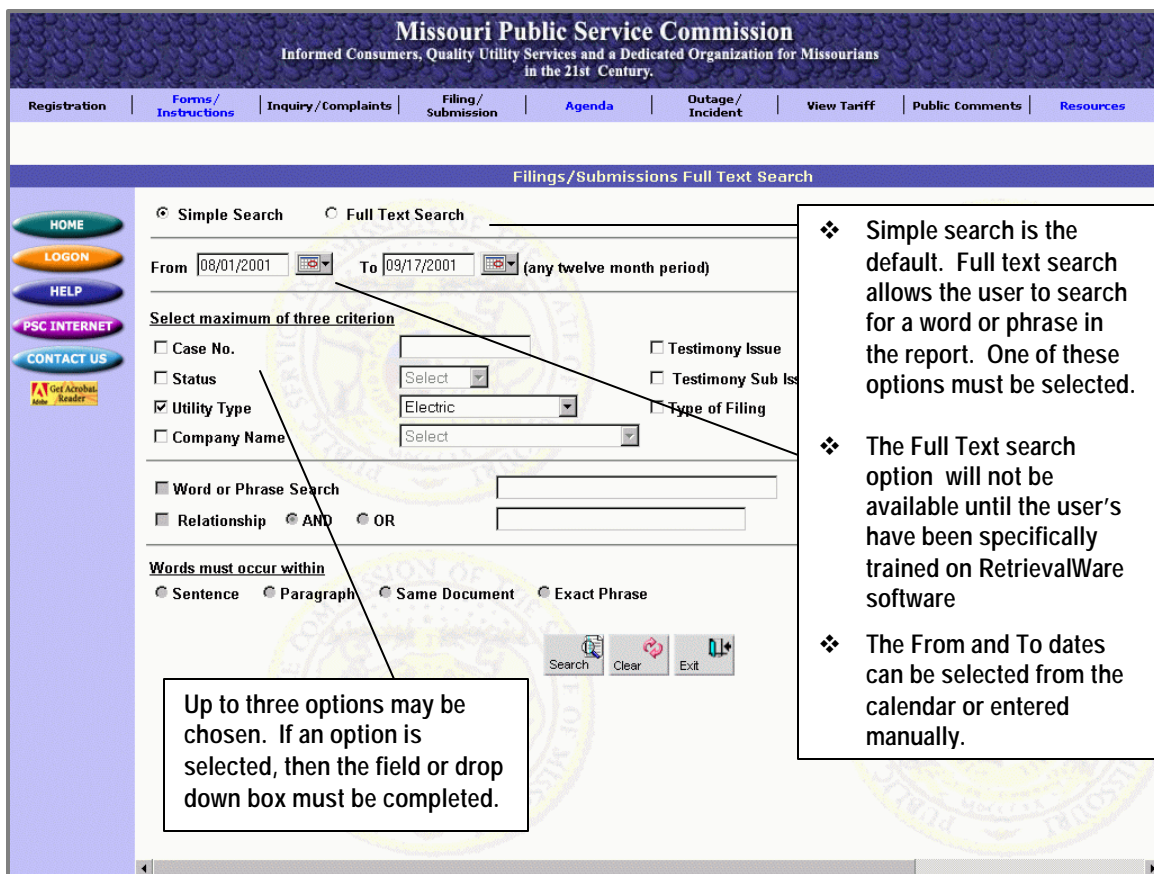
Print Save File New Search Exit



## 9.1.2 Case Filing / Submission

This Case filing submission screen is used to accept the dates, checkbox values to display a detailed report of entire case filings details. The accepted From and To dates are limited to twelve months. The dates can be entered manually or through the calendar button. In Simple search, the search for word/phrase is disabled. In full text search, the user can use the search on a particular word/phrase.

### Case Filing / Submission Screen



**Missouri Public Service Commission**  
Informed Consumers, Quality Utility Services and a Dedicated Organization for Missourians in the 21st Century.

Registration | Forms / Instructions | Inquiry / Complaints | Filing / Submission | Agenda | Outage / Incident | View Tariff | Public Comments | Resources

**Filings/Submissions Full Text Search**

☒ Simple Search ☐ Full Text Search

From: 08/01/2001 To: 09/17/2001 (any twelve month period)

Select maximum of three criterion

☐ Case No.   
☐ Status   
☒ Utility Type   
☐ Company Name

☐ Testimony Issue   
☐ Testimony Sub Iss   
☐ Type of Filing

☐ Word or Phrase Search   
☐ Relationship

Words must occur within  
☒ Sentence ☐ Paragraph ☐ Same Document ☐ Exact Phrase

Search Clear Exit

Up to three options may be chosen. If an option is selected, then the field or drop down box must be completed.

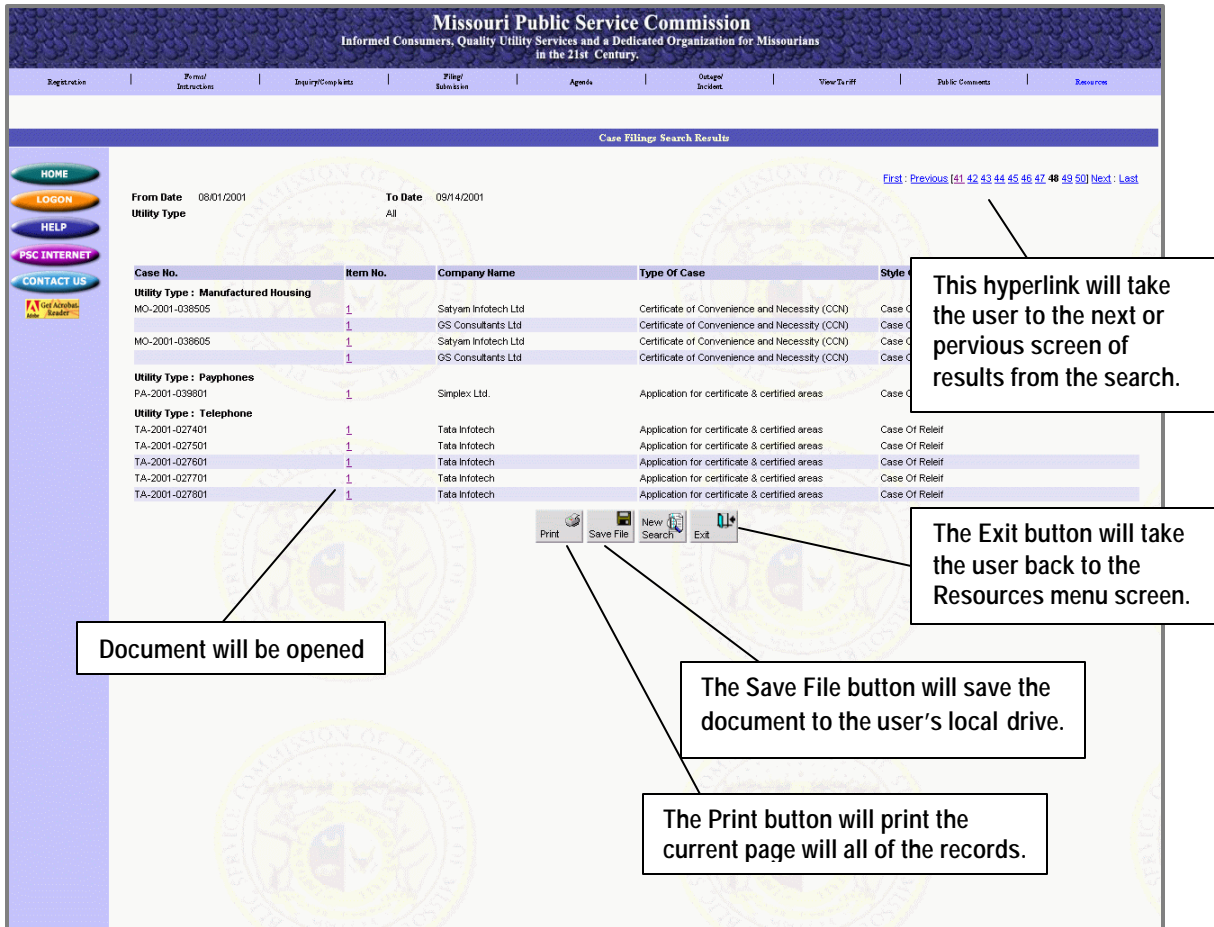
- ❖ Simple search is the default. Full text search allows the user to search for a word or phrase in the report. One of these options must be selected.
- ❖ The Full Text search option will not be available until the user's have been specifically trained on RetrievalWare software
- ❖ The From and To dates can be selected from the calendar or entered manually.

## User Manual for the Consumer Quality System

This screen is used to display the report as per the user-selected criteria in the previous screen. The page navigation bar at the top-right hand corner is used to navigate to the next 10 sets of records.

Depending upon the search criteria the result screen will display with headings which will not be displayed in the other details if exists.

### Case Filings / Submission Results Screen



**Missouri Public Service Commission**  
Informed Consumers, Quality Utility Services and a Dedicated Organization for Missourians in the 21st Century.

Registration | Portal Instructions | Inquiry/Complaints | Filings/ Submissions | Agents | Outages/ Incidents | View Tariff | Public Comments | Resources

Case Filings Search Results

From Date: 08/01/2001 To Date: 09/14/2001  
Utility Type: All

First: Previous [41 42 43 44 45 46 47 48 49 50] Next: Last

| Case No.                                   | Item No. | Company Name        | Type Of Case                                   | Style          |
|--|----------|---------------------|--|----------------|
| <b>Utility Type : Manufactured Housing</b> |          |                     |  |                |
| MO-2001-038505                             | 1        | Satyam Infotech Ltd | Certificate of Convenience and Necessity (CCN) | Case Of Relief |
|  | 1        | GS Consultants Ltd  | Certificate of Convenience and Necessity (CCN) | Case Of Relief |
| MO-2001-038605                             | 1        | Satyam Infotech Ltd | Certificate of Convenience and Necessity (CCN) | Case Of Relief |
|  | 1        | GS Consultants Ltd  | Certificate of Convenience and Necessity (CCN) | Case Of Relief |
| <b>Utility Type : Payphones</b>            |          |                     |  |                |
| PA-2001-039801                             | 1        | Simplex Ltd.        | Application for certificate & certified areas  | Case Of Relief |
| <b>Utility Type : Telephone</b>            |          |                     |  |                |
| TA-2001-027401                             | 1        | Tata Infotech       | Application for certificate & certified areas  | Case Of Relief |
| TA-2001-027501                             | 1        | Tata Infotech       | Application for certificate & certified areas  | Case Of Relief |
| TA-2001-027601                             | 1        | Tata Infotech       | Application for certificate & certified areas  | Case Of Relief |
| TA-2001-027701                             | 1        | Tata Infotech       | Application for certificate & certified areas  | Case Of Relief |
| TA-2001-027801                             | 1        | Tata Infotech       | Application for certificate & certified areas  | Case Of Relief |

Print Save File New Search Exit

Document will be opened

The Exit button will take the user back to the Resources menu screen.

The Save File button will save the document to the user's local drive.

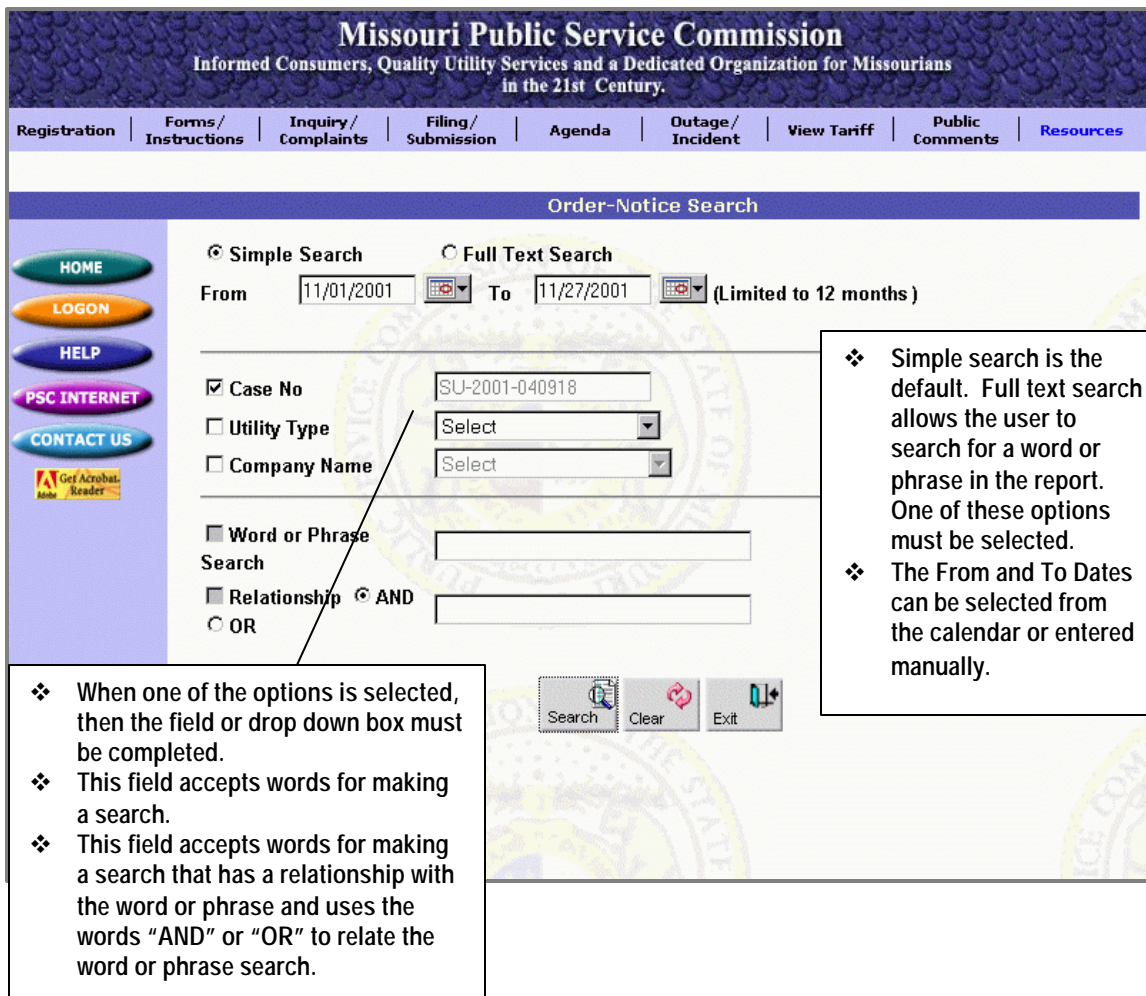
The Print button will print the current page will all of the records.

This hyperlink will take the user to the next or pervious screen of results from the search.

### 9.1.3 Order - Notices Issued

This option displays Order/Notice details for a user-specified period limited to 12 months and the selected criteria.

#### Order - Notices Search Screen



**Missouri Public Service Commission**  
Informed Consumers, Quality Utility Services and a Dedicated Organization for Missourians  
in the 21st Century.

Registration | Forms/Instructions | Inquiry/Complaints | Filing/Submission | Agenda | Outage/Incident | View Tariff | Public Comments | Resources

**Order-Notice Search**

☒ Simple Search ☐ Full Text Search

From: 11/01/2001 To: 11/27/2001 (Limited to 12 months)

☒ Case No: SU-2001-040918

☐ Utility Type: Select

☐ Company Name: Select

☐ Word or Phrase Search

☐ Relationship ☒ AND ☐ OR

Search Clear Exit

- ❖ When one of the options is selected, then the field or drop down box must be completed.
- ❖ This field accepts words for making a search.
- ❖ This field accepts words for making a search that has a relationship with the word or phrase and uses the words "AND" or "OR" to relate the word or phrase search.

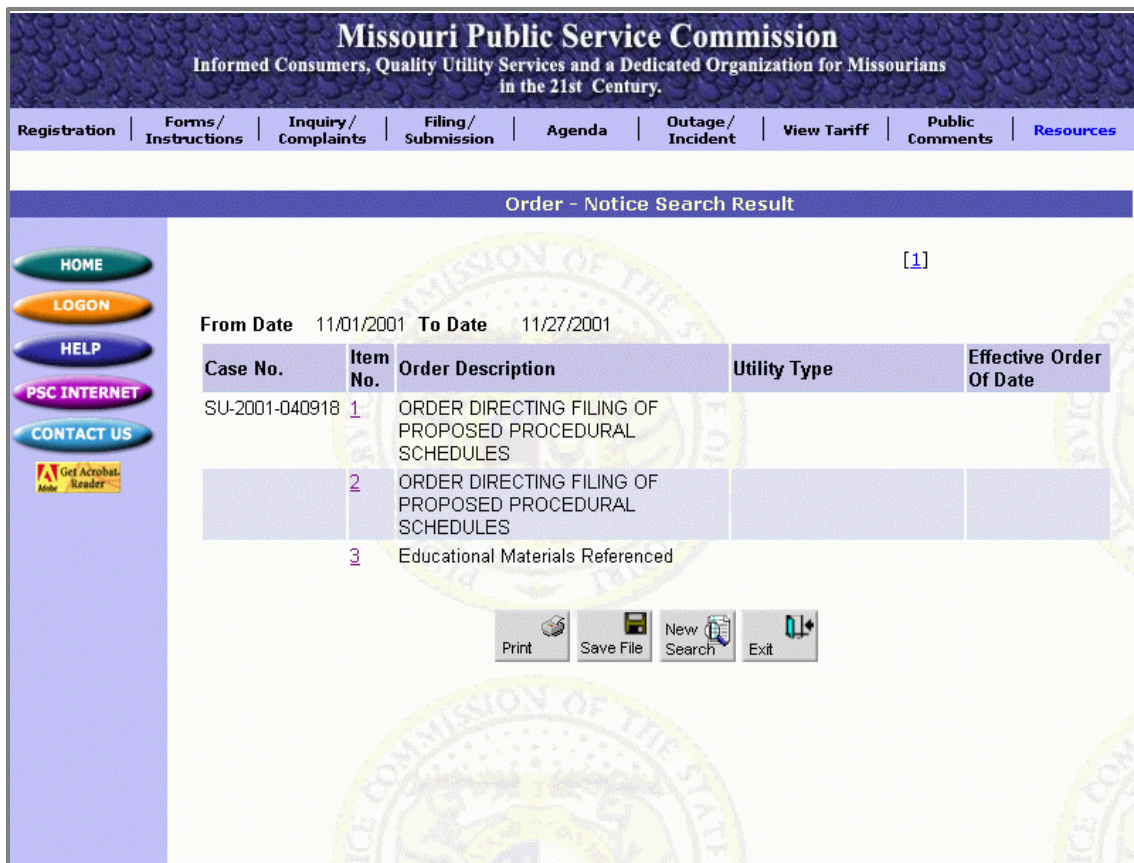
- ❖ Simple search is the default. Full text search allows the user to search for a word or phrase in the report. One of these options must be selected.
- ❖ The From and To Dates can be selected from the calendar or entered manually.



This screen is used to view the report generated for a user-selected period and the criteria's selected.

The selected criteria will not be included in the tabular display, instead it will be displayed below the dates. If the selected criteria is Utility Type, Company Name then Utility Type, Company Name are displayed below the dates because they were selected as search criteria on the Search Screen. If the search is based only on dates then all the criteria's will form the columns of the tabular display.

### Order - Notices Report Screen



**Missouri Public Service Commission**  
Informed Consumers, Quality Utility Services and a Dedicated Organization for Missourians in the 21st Century.

Registration | Forms/Instructions | Inquiry/Complaints | Filing/Submission | Agenda | Outage/Incident | View Tariff | Public Comments | Resources

**Order - Notice Search Result**

From Date 11/01/2001 To Date 11/27/2001

| Case No.       | Item No. | Order Description                                       | Utility Type | Effective Order Of Date |
|----------------|----------|---|--------------|-------------------------|
| SU-2001-040918 | 1        | ORDER DIRECTING FILING OF PROPOSED PROCEDURAL SCHEDULES |              |                         |
|                | 2        | ORDER DIRECTING FILING OF PROPOSED PROCEDURAL SCHEDULES |              |                         |
|                | 3        | Educational Materials Referenced                        |              |                         |

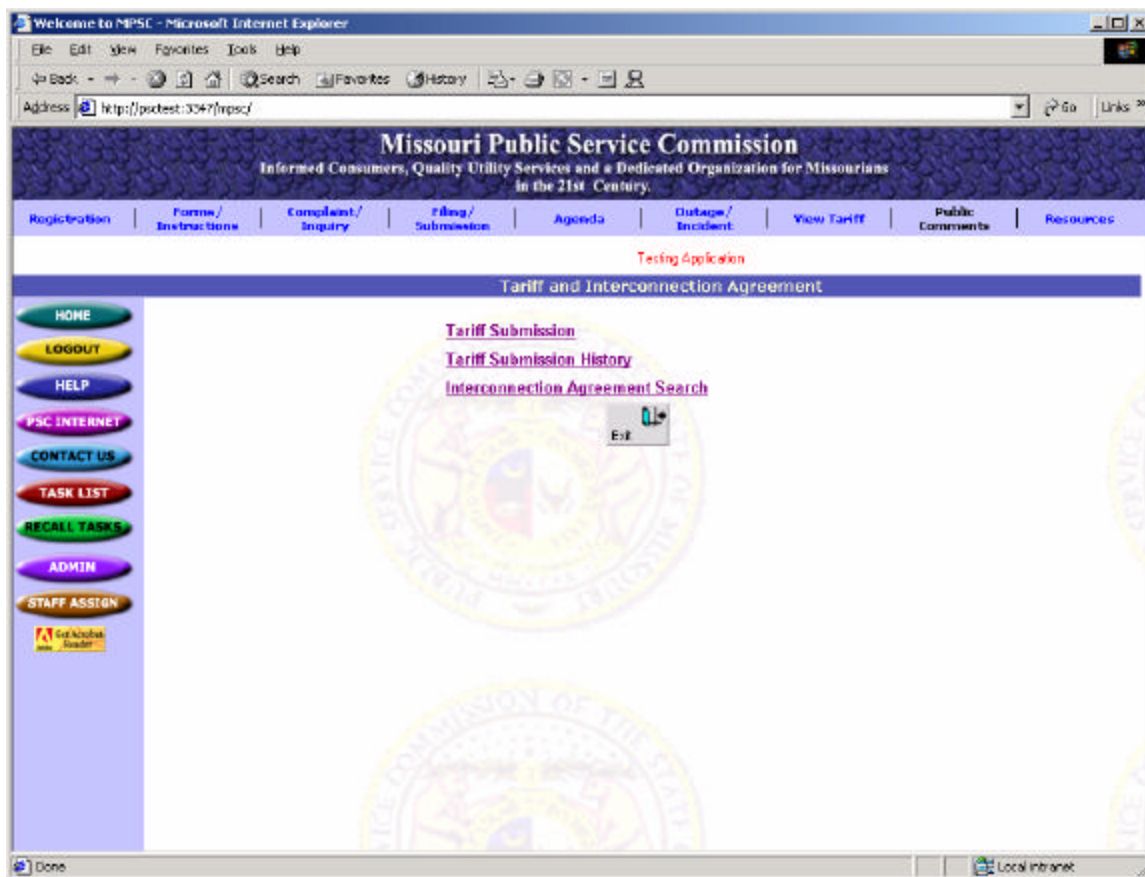
Print Save File New Search Exit





## 9.2 Tariff and Interconnection Agreement

### Tariff & Interconnection Agreement Menu Screen



## 9.2.1 Tariff Submission

This report is generated depending on utility type for a selected range of dates. The date can be either entered manually or selected from the calendar button. When the Search button is selected, the results of the search will be displayed for the selected criteria. If invalid data is entered, informational messages will appear when the Search button is selected.

### Tariff Submission Screen



**Missouri Public Service Commission**  
Informed Consumers, Quality Utility Services and a Dedicated Organization for Missourians in the 21st Century.

Registration | Forms/Instructions | Complaint/Inquiry | Filing/Submission | Agenda | Outage/Incident | View Tariff | Public Comments | Resources

**Tariff Submission Search**

HOME  
LOGON  
HELP  
PSC INTERNET  
CONTACT US

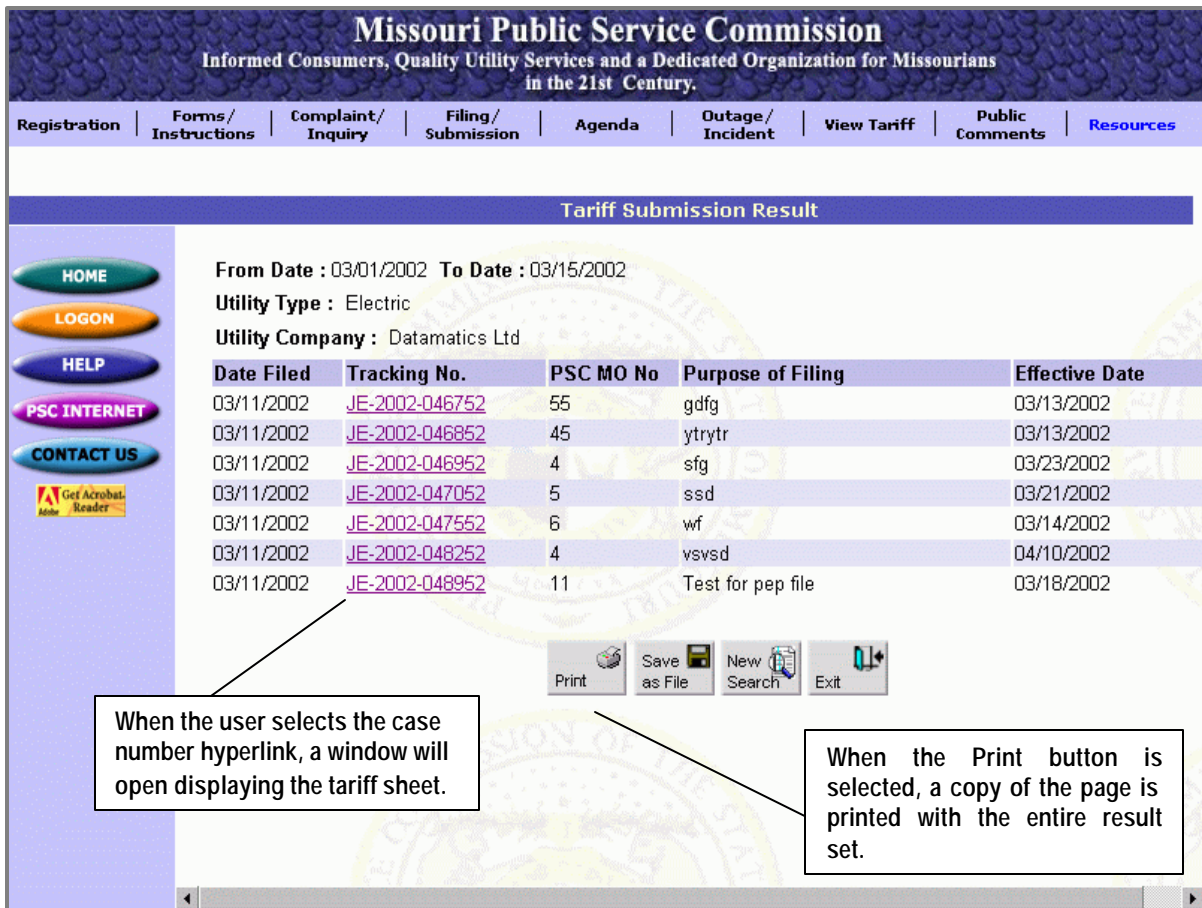
\* Utility Type: Electric  
Company Name: Datamatics Ltd  
\* From Date: 03/01/2002 To Date: 03/15/2002

Search Clear Exit

Fill in each field, and then press the Search button.

This screen is used to view the report for a user-specified period of 1 month.

### Tariff Submission Result Screen



**Missouri Public Service Commission**  
Informed Consumers, Quality Utility Services and a Dedicated Organization for Missourians in the 21st Century.

Registration | Forms/Instructions | Complaint/Inquiry | Filing/Submission | Agenda | Outage/Incident | View Tariff | Public Comments | Resources

**Tariff Submission Result**

From Date : 03/01/2002 To Date : 03/15/2002  
Utility Type : Electric  
Utility Company : Datamatics Ltd

| Date Filed | Tracking No.                   | PSC MO No | Purpose of Filing | Effective Date |
|------------|--------------------------------|-----------|-------------------|----------------|
| 03/11/2002 | <a href="#">JE-2002-046752</a> | 55        | gdfg              | 03/13/2002     |
| 03/11/2002 | <a href="#">JE-2002-046852</a> | 45        | ytrytr            | 03/13/2002     |
| 03/11/2002 | <a href="#">JE-2002-046952</a> | 4         | sfg               | 03/23/2002     |
| 03/11/2002 | <a href="#">JE-2002-047052</a> | 5         | ssd               | 03/21/2002     |
| 03/11/2002 | <a href="#">JE-2002-047552</a> | 6         | wf                | 03/14/2002     |
| 03/11/2002 | <a href="#">JE-2002-048252</a> | 4         | vsvsd             | 04/10/2002     |
| 03/11/2002 | <a href="#">JE-2002-048952</a> | 11        | Test for pep file | 03/18/2002     |

Print Save as File New Search Exit

When the user selects the case number hyperlink, a window will open displaying the tariff sheet.

When the Print button is selected, a copy of the page is printed with the entire result set.

## 9.2.2 Tariff Submission History

This report retrieves all the Tariff Tracking Log Details based on the Tracking No and Case number entered.

### Tariff Submission History Screen



**Missouri Public Service Commission**  
Informed Consumers, Quality Utility Services and a Dedicated Organization for Missourians in the 21st Century.

Registration | Forms/Instructions | Inquiry/Complaints | Filing/Submission | Agenda | Outage/Incident | View Tariff | Public Comments | Resources

**Tariff Tracking Search**

\* Tracking No. JE-2001-212452  
Case No. CA-2001-076301  
Company Name: simplex & sons

Search Clear Exit

Fill in each field, and then press the search button.

HOME  
LOGON  
HELP  
PSC INTERNET  
CONTACT US  
Get Acrobat Reader



### 9.2.3 Interconnection Agreement Search

This screen is used to generate a report based on either a simple text search or a full text search. If the simple text search is selected, the Interconnection Agreement details for the entered company name 1 or company name 2 will be displayed. If the full text search is selected then the user should enter text in the word textbox. When the Search button is selected, the results will be displayed for the selected criteria.

#### Interconnection Agreement Screen



**Missouri Public Service Commission**  
Informed Consumers, Quality Utility Services and a Dedicated Organization for Missourians in the 21st Century.

Registration | Forms/Instructions | Complaint/Inquiry | Filing/Submission | Agenda | Outage/Incident | View Tariff | Public Comments | Resources

**Interconnection Agreement Search**

☒ Simple Search      ☐ Full Text Search

Company Name 1: Gulf Computers Pvt. Ltd.

Company Name 2: ABCL

Search for Word or Phrase: \_\_\_\_\_

Search      Exit

Simple search is the default. Full text search allows the user to search for a word or phrase in the report. One of these options must be selected.

Fill in each field, and then press the search button.

The Exit button will take the user back to go to the Main Menu.



This screen is used to display the report as per the user-selected criteria in the previous screen. The page navigation bar at the top-right hand corner is used to navigate to the next 10 sets of records.

### Interconnection Agreement Result Screen



**Missouri Public Service Commission**  
Informed Consumers, Quality Utility Services and a Dedicated Organization for Missourians in the 21st Century.

Registration | [Forms/Instructions](#) | Inquiry/Complaints | Filing/Submission | [Agenda](#) | Outage/Incident | View Tariff | Public Comments | Resources

**Interconnection Agreement Search Results**

[1]

| Tracking No.                   | Company Name 1 | Company Name 2 |
|--------------------------------|----------------|----------------|
| <a href="#">VC-2001-031053</a> | Gulf comp.     | Infosys Ltd.   |
| <a href="#">VE-2001-030853</a> | Blue Star      | Infosys Ltd.   |

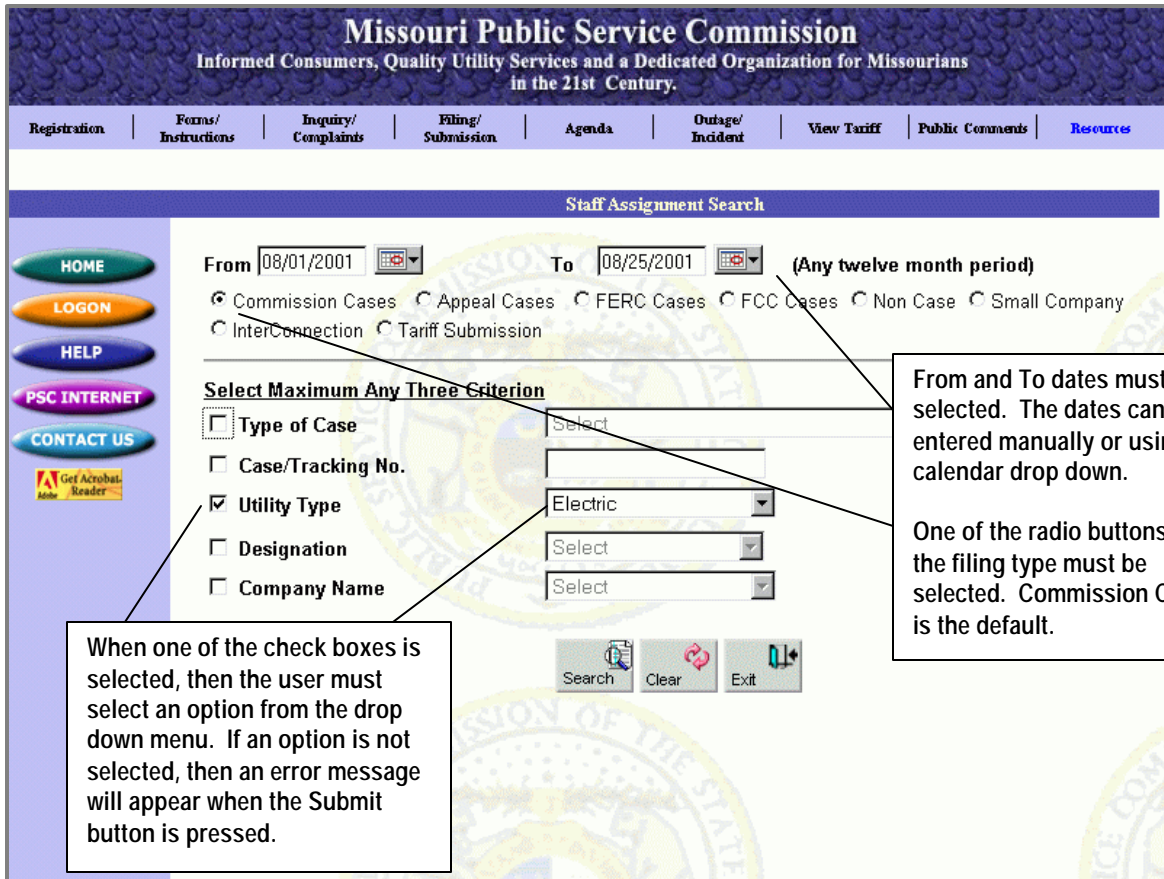
When the tracking number hyperlink is selected, a window will open, showing the original document.

Print Save File New Search Exit

## 9.3 Staff Assignment Search

This option is to view all staff assigned for selected criteria.

### Staff Assignment Search



**Missouri Public Service Commission**  
Informed Consumers, Quality Utility Services and a Dedicated Organization for Missourians in the 21st Century.

Registration | Forms/Instructions | Inquiry/Complaints | Filing/Submission | Agenda | Outage/Incident | View Tariff | Public Comments | Resources

**Staff Assignment Search**

From: 08/01/2001 To: 08/25/2001 (Any twelve month period)

☒ Commission Cases
 ☐ Appeal Cases
 ☐ FERC Cases
 ☐ FCC Cases
 ☐ Non Case
 ☐ Small Company

☐ InterConnection
 ☐ Tariff Submission

**Select Maximum Any Three Criterion**

☐ Type of Case
 ☐ Case/Tracking No.
 ☒ Utility Type
 ☐ Designation
 ☐ Company Name

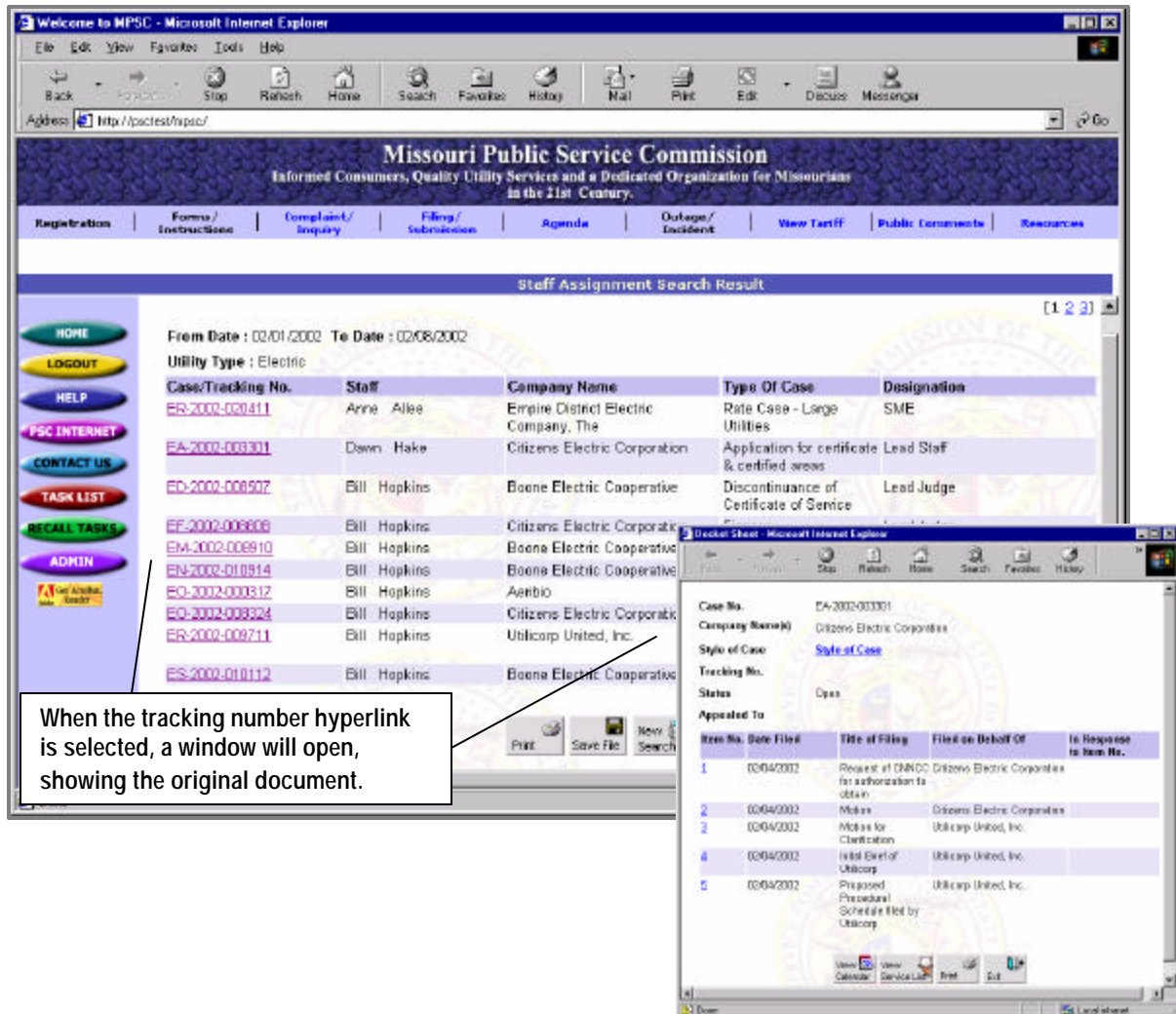
Search Clear Exit

When one of the check boxes is selected, then the user must select an option from the drop down menu. If an option is not selected, then an error message will appear when the Submit button is pressed.

From and To dates must be selected. The dates can be entered manually or using the calendar drop down.

One of the radio buttons for the filing type must be selected. Commission Cases is the default.

## Staff Assignment Result Screen



**Missouri Public Service Commission**  
Informed Consumers, Quality Utility Services and a Dedicated Organization for Missourians in the 21st Century.

Registration | Forms / Instructions | Complaint / Inquiry | Filing / Submission | Agenda | Outage / Incident | View Tariff | Public Comments | Resources

**Staff Assignment Search Result** [1 2 3]

From Date : 02/01/2002 To Date : 02/08/2002  
Utility Type : Electric

| Case/Tracking No.              | Staff        | Company Name                          | Type Of Case                                  | Designation |
|--------------------------------|--------------|---------------------------------------|---|-------------|
| <a href="#">ER-2002-001411</a> | Anne Allee   | Empire District Electric Company, The | Rate Case - Large Utilities                   | SME         |
| <a href="#">EA-2002-003301</a> | Dawn Hake    | Citizens Electric Corporation         | Application for certificate & certified areas | Lead Staff  |
| <a href="#">ED-2002-008907</a> | Bill Hopkins | Boone Electric Cooperative            | Discontinuance of Certificate of Service      | Lead Judge  |
| <a href="#">EF-2002-003806</a> | Bill Hopkins | Citizens Electric Corporation         |   |             |
| <a href="#">EM-2002-006910</a> | Bill Hopkins | Boone Electric Cooperative            |   |             |
| <a href="#">EN-2002-010914</a> | Bill Hopkins | Boone Electric Cooperative            |   |             |
| <a href="#">EO-2002-000812</a> | Bill Hopkins | Aetbio                                |   |             |
| <a href="#">EO-2002-003324</a> | Bill Hopkins | Citizens Electric Corporation         |   |             |
| <a href="#">ER-2002-009711</a> | Bill Hopkins | Unicorp United, Inc.                  |   |             |
| <a href="#">ES-2002-010112</a> | Bill Hopkins | Boone Electric Cooperative            |   |             |

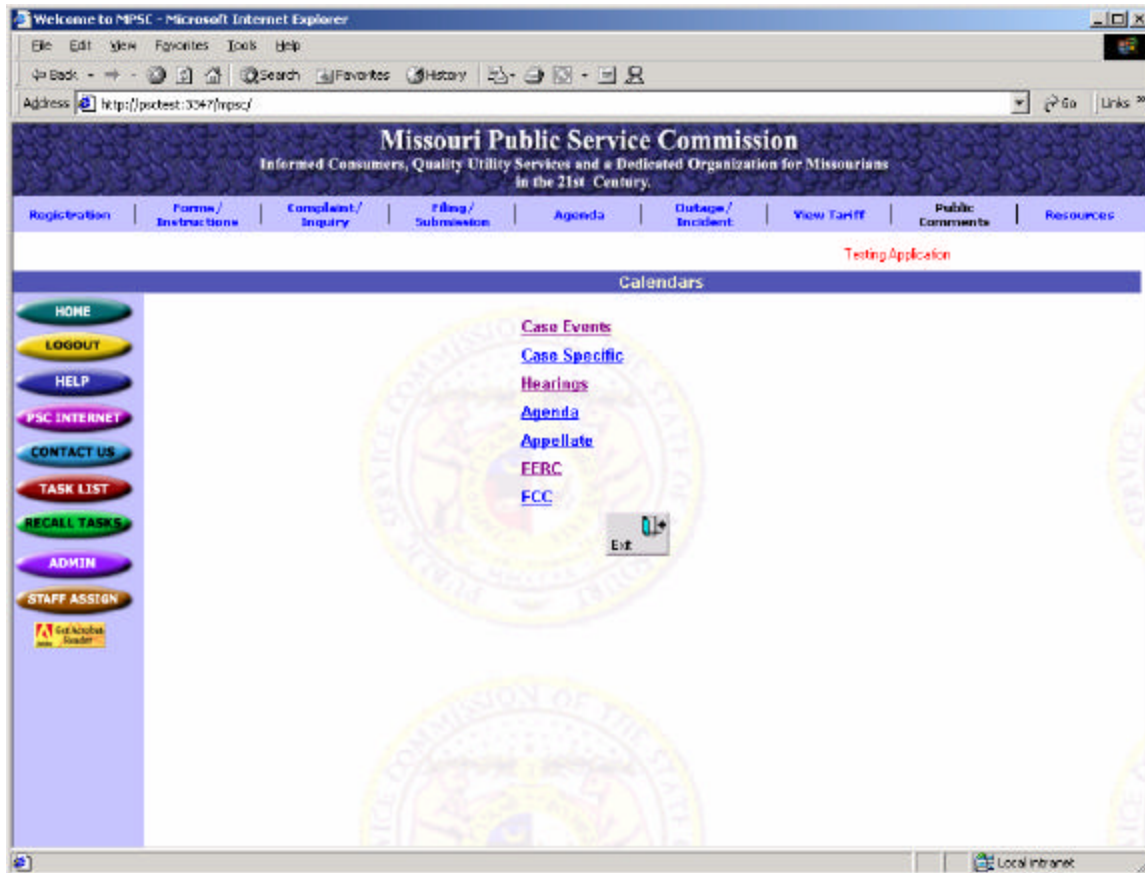
When the tracking number hyperlink is selected, a window will open, showing the original document.

**Case No.** EA-2002-003301  
**Company Name(s)** Citizens Electric Corporation  
**Style of Case** [Style of Case](#)  
**Tracking No.**  
**Status** Open  
**Appealed To**

| Item No. | Date Filed | Title of Filing                               | Filed on Behalf Of            | In Response to Item No. |
|----------|------------|---|-------------------------------|-------------------------|
| 1        | 02/04/2002 | Request of CENOC for authorization to obtain  | Citizens Electric Corporation |                         |
| 2        | 02/04/2002 | Motion for Clarification                      | Citizens Electric Corporation |                         |
| 3        | 02/04/2002 | Motion for Clarification                      | Unicorp United, Inc.          |                         |
| 4        | 02/04/2002 | Initial Brief of Unicorp                      | Unicorp United, Inc.          |                         |
| 5        | 02/04/2002 | Proposed Procedural Schedule filed by Unicorp | Unicorp United, Inc.          |                         |

## 9.4 Calendars

### Calendars Menu Screen





## 9.4.1 Case Events

This option is to view all case events for in the selected time period.

### Calendar - Case Events Search



**Missouri Public Service Commission**  
Informed Consumers, Quality Utility Services and a Dedicated Organization for Missourians in the 21st Century.

Registration | Forms/Instructions | Inquiry/Complaints | Filing/Submission | Agenda | Outage/Incident | View Tariff | Public Comments | Resources

**Calendar - Case Events Search**

From  To  (Limited to 3 months)

Search Exit

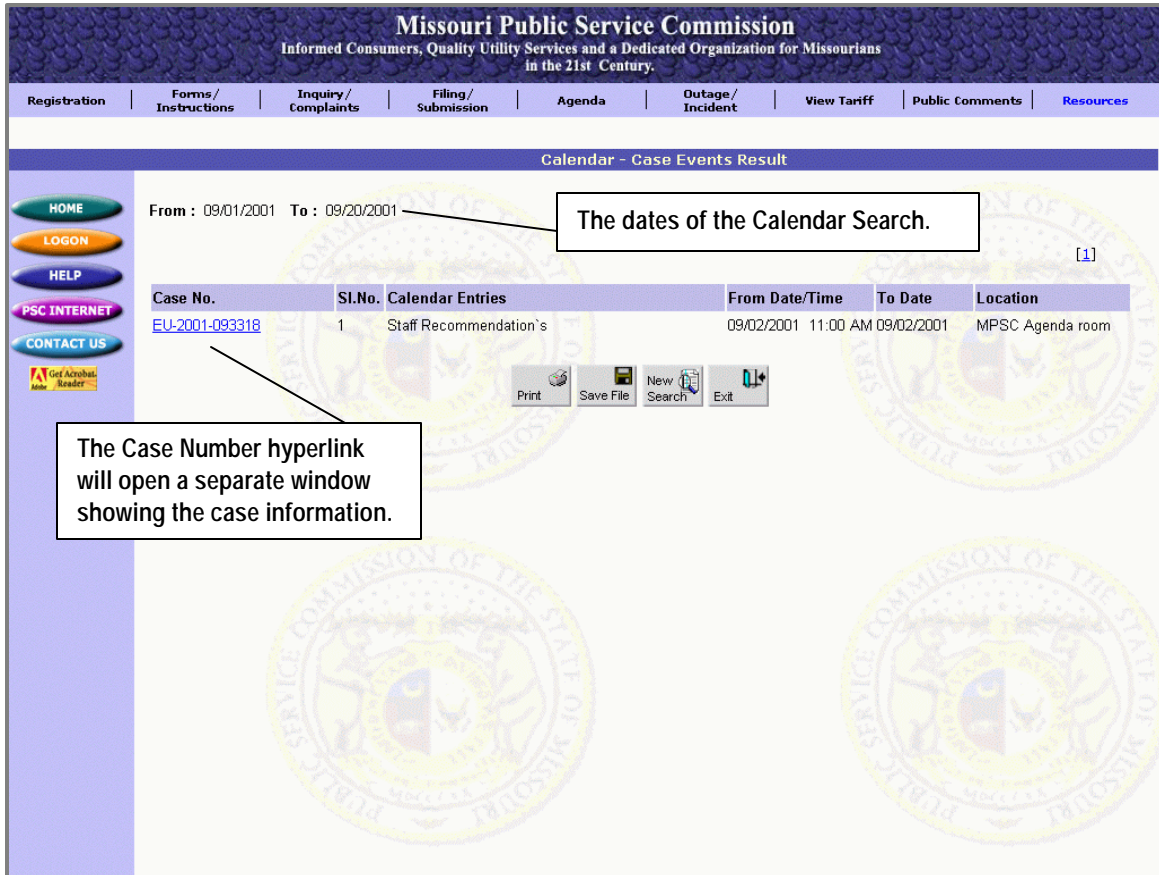
Enter the From and To dates for the calendar search manually or using the calendar drop down.

The Search button will take the user to the Case Event Search Result screen.

The Exit button will take the user back to the Calendar Menu screen.



## Calendar Case Events Result Screen



**Missouri Public Service Commission**  
Informed Consumers, Quality Utility Services and a Dedicated Organization for Missourians  
in the 21st Century.

Registration | Forms/Instructions | Inquiry/Complaints | Filing/Submission | Agenda | Outage/Incident | View Tariff | Public Comments | Resources

**Calendar - Case Events Result**

From : 09/01/2001 To : 09/20/2001

The dates of the Calendar Search.

| Case No.                       | SI.No. | Calendar Entries       | From Date/Time      | To Date    | Location         |
|--------------------------------|--------|------------------------|---------------------|------------|------------------|
| <a href="#">EU-2001-093318</a> | 1      | Staff Recommendation's | 09/02/2001 11:00 AM | 09/02/2001 | MPSC Agenda room |

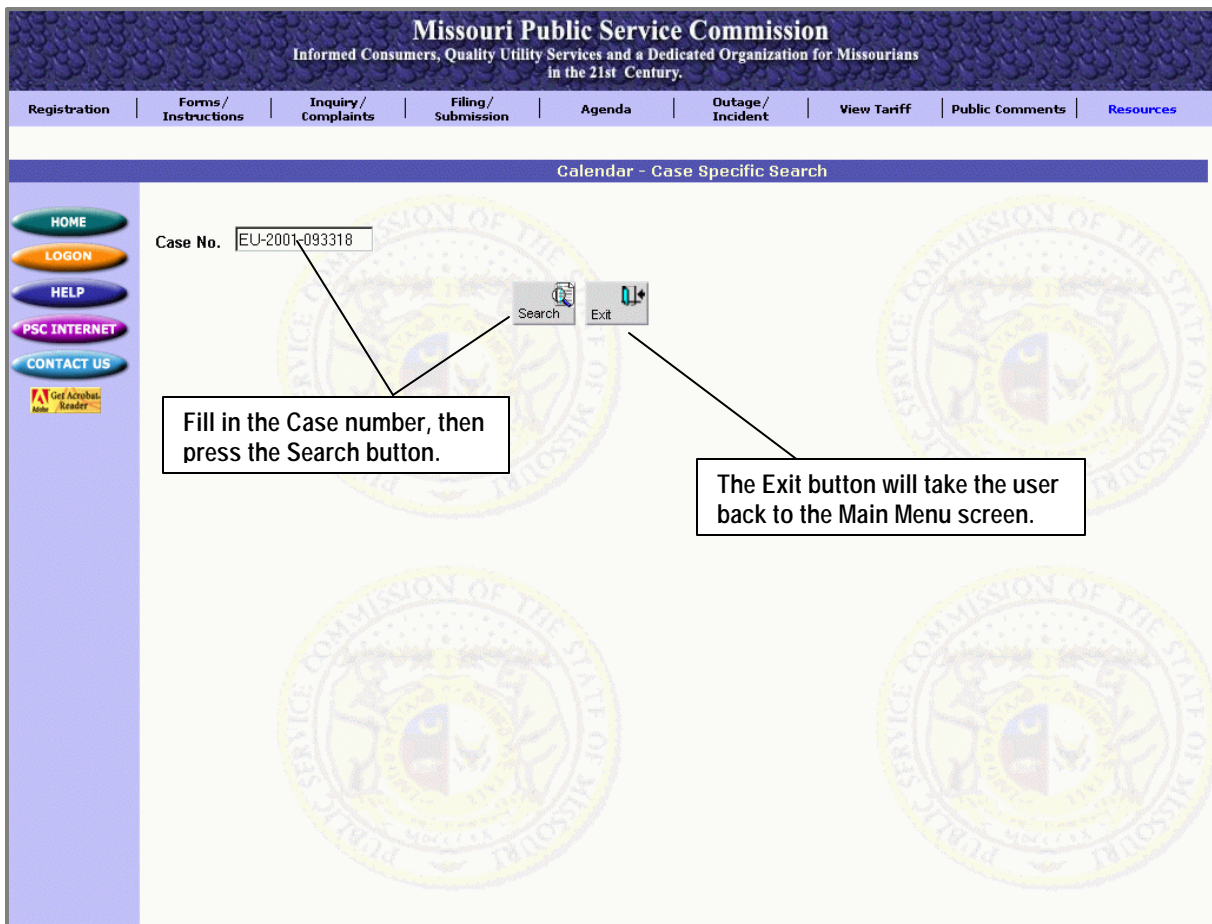
The Case Number hyperlink will open a separate window showing the case information.

Print Save File New Search Exit

## 9.4.2 Case Specific

This screen is used to display the case specific details for the entered case number. The generated report will be based on the case number. When the Search button is selected, the results will be displayed for the selected criteria.

### Case Specific Search Screen



**Missouri Public Service Commission**  
Informed Consumers, Quality Utility Services and a Dedicated Organization for Missourians in the 21st Century.

Registration | Forms/Instructions | Inquiry/Complaints | Filing/Submission | Agenda | Outage/Incident | View Tariff | Public Comments | Resources

**Calendar - Case Specific Search**

HOME  
LOGON  
HELP  
PSC INTERNET  
CONTACT US

Case No.

Search Exit

Fill in the Case number, then press the Search button.

The Exit button will take the user back to the Main Menu screen.

This screen is used to display the report as per the user-selected criteria in the previous screen. The page navigation bar at the top-right hand corner is used to navigate to the next 10 set of records. The result screen will display case number as headings.

### Case Specific Result Screen



**Missouri Public Service Commission**  
Informed Consumers, Quality Utility Services and a Dedicated Organization for Missourians in the 21st Century.

Registration | Forms/Instructions | Inquiry/Complaints | Filing/Submission | Agenda | Outage/Incident | View Tariff | Public Comments | Resources

Calendar - Case Specific Result

Case No. [EU-2001-093318](#) [1]

| Sl.No. | Calendar Entries       | From Date & Time | To Date    | Location         |
|--------|------------------------|------------------|------------|------------------|
| 1      | Staff Recommendation's | 09/02/2001 11:00 | 09/05/2001 | MPSC Agenda room |

Print Save File New Search Exit

The case number hyperlink will open a separate window showing the docket sheet.

The column headings identify the details that are displayed from the search.

**\* Required Fields**

\* Case No. AP333333333333 Company Name simplex & sons  
gulf computer pvt. ltd.  
Coca Cola Ltd

Style Of Case. [Style Of Case](#)

Tracking No. Open  
Status AP333333333333  
Appealed To

| Item No. | Date Filed | Title of Filing | Filed on Behalf Of   |
|----------|------------|-----------------|--|
| 1        | 11/20/2001 | Title of Filing | simplex & sons<br>gulf computer pvt. ltd.<br>Coca Cola Ltd |
| 2        | 11/20/2001 | Title of Filing | gulf computer pvt. ltd.<br>Coca Cola Ltd                   |
| 3        | 11/20/2001 | sfsaf           | gulf computer pvt. ltd.<br>Coca Cola Ltd                   |

Print Exit



### 9.4.3 Hearings

This screen is used to search for the hearing details for an entered case number or between the given dates. The generated report can be based on the case number or the From and To dates or both. The dates can be either entered manually or selected from the calendar button. The selected dates should not be more than 3 months. When the Search button is selected, the details of the search will be displayed for the selected criteria.

#### Hearings Search Screen



**Missouri Public Service Commission**  
Informed Consumers, Quality Utility Services and a Dedicated Organization for Missourians in the 21st Century.

Registration | Forms/Instructions | Inquiry/Complaints | Filing/Submission | Agenda | Outage/Incident | View Tariff | Public Comments | Resources

**Calendar - Hearings Search**

HOME  
LOGON  
HELP  
PSC INTERNET  
CONTACT US

☒ Case No. EU-2001-093318

☒ From 09/01/2001 To 09/19/2001 (Limited to 3 months)

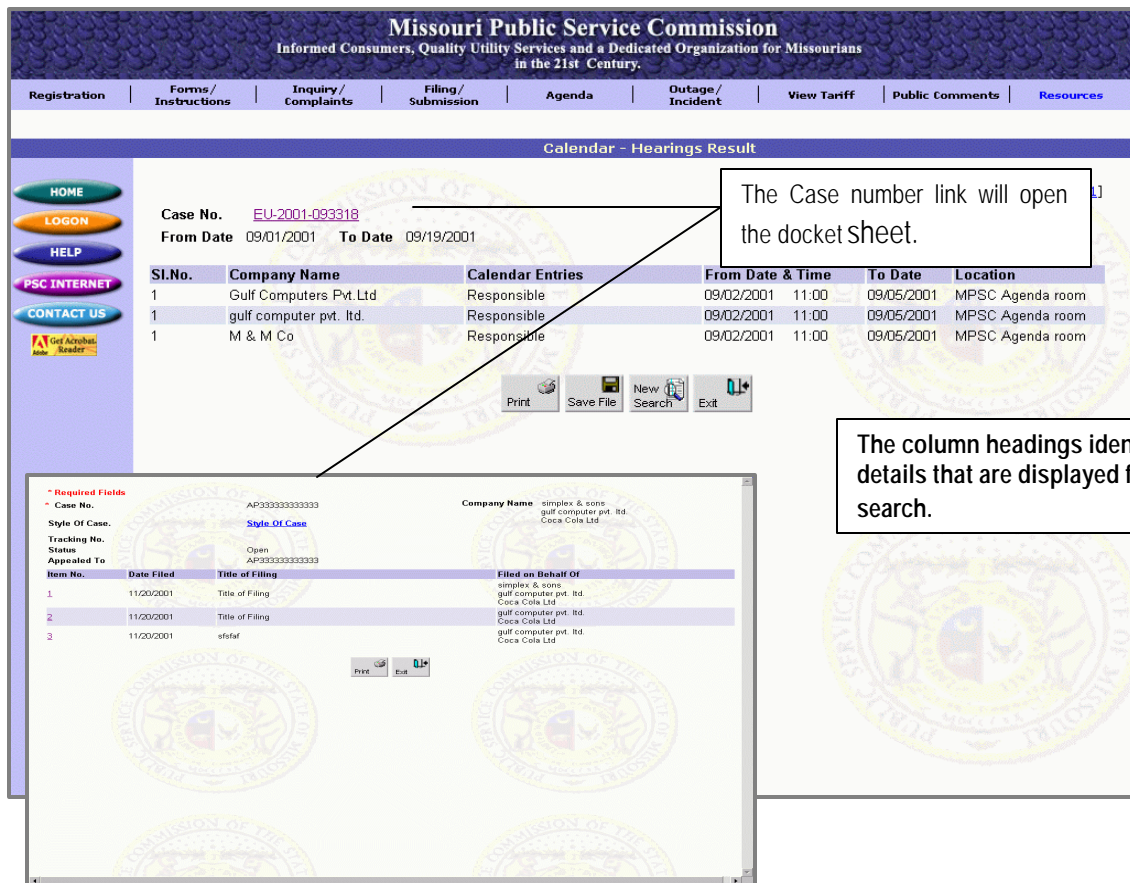
Search Exit

Check the box and fill in the field next to it, then press the Search button.  
If a box is checked and the field next to it is not completed, then an error message will ask the user to complete the field.

This screen displays the report based on the user-selected criteria from the previous screen. The page navigation bar at the top-right hand corner is used to navigate to the next 10 sets of records.

If the search criteria are only dates then the result screen will display dates as headings with other report details. If the case number by itself is selected, the result screen will display the case number as headings and in the report other details will be displayed without the case number. If both dates and case number are selected, the result screen will display both the dates and case number as headings and in the report other details will be displayed without the case number.

### Hearings Search Result Screen



**Missouri Public Service Commission**  
Informed Consumers, Quality Utility Services and a Dedicated Organization for Missourians in the 21st Century.

Registration | Forms/Instructions | Inquiry/Complaints | Filing/Submission | Agenda | Outage/Incident | View Tariff | Public Comments | Resources

**Calendar - Hearings Result**

HOME  
LOGON  
HELP  
PSC INTERNET  
CONTACT US  
Get Acrobat Reader

Case No. [EU-2001-093318](#)  
From Date 09/01/2001 To Date 09/19/2001

The Case number link will open the docket sheet.

| Sl.No. | Company Name            | Calendar Entries | From Date & Time | To Date    | Location         |
|--------|-------------------------|------------------|------------------|------------|------------------|
| 1      | Gulf Computers Pvt.Ltd  | Responsible      | 09/02/2001 11:00 | 09/05/2001 | MPSC Agenda room |
| 1      | gulf computer pvt. ltd. | Responsible      | 09/02/2001 11:00 | 09/05/2001 | MPSC Agenda room |
| 1      | M & M Co                | Responsible      | 09/02/2001 11:00 | 09/05/2001 | MPSC Agenda room |

Print Save File New Search Exit

The column headings identify the details that are displayed from the search.

**Required Fields**  
Case No. AP33333333333  
Style Of Case. [Style Of Case](#)  
Tracing No.  
Status Open  
Appealed To AP33333333333

| Item No. | Date Filed | Title of Filing | Filed on Behalf Of   |
|----------|------------|-----------------|--|
| 1        | 11/20/2001 | Title of Filing | simplex & sons<br>gulf computer pvt. ltd.<br>Coca Cola Ltd |
| 2        | 11/20/2001 | Title of Filing | gulf computer pvt. ltd.<br>Coca Cola Ltd                   |
| 2        | 11/20/2001 | stsfaf          | gulf computer pvt. ltd.<br>Coca Cola Ltd                   |

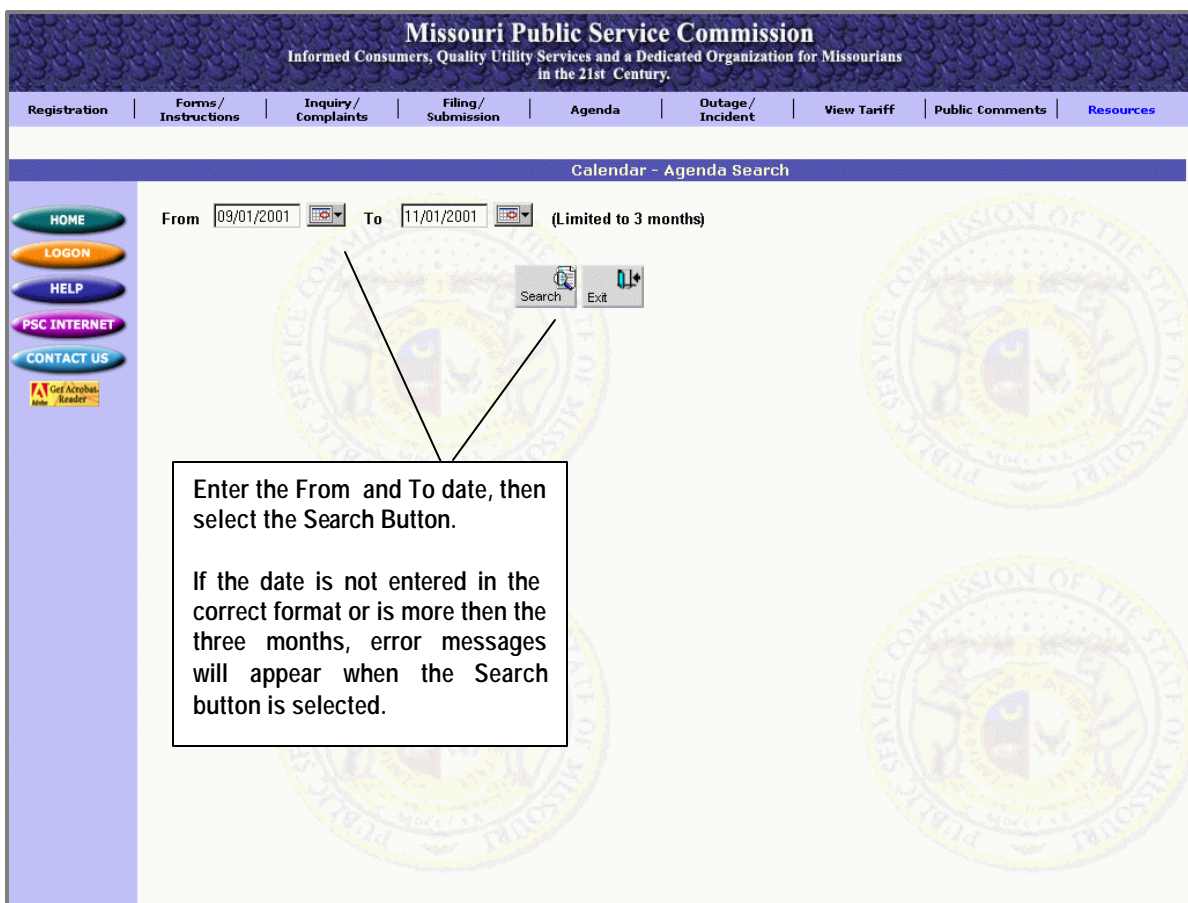
Print Exit



## 9.4.4 Agenda

This option displays all Agenda details for a specific case for a user-specified period of 3 months. The criteria for this report are From date and To date.

### Agenda Report Initial Screen



**Missouri Public Service Commission**  
Informed Consumers, Quality Utility Services and a Dedicated Organization for Missourians in the 21st Century.

Registration | Forms / Instructions | Inquiry / Complaints | Filing / Submission | **Agenda** | Outage / Incident | View Tariff | Public Comments | Resources

**Calendar - Agenda Search**

From  To  (Limited to 3 months)

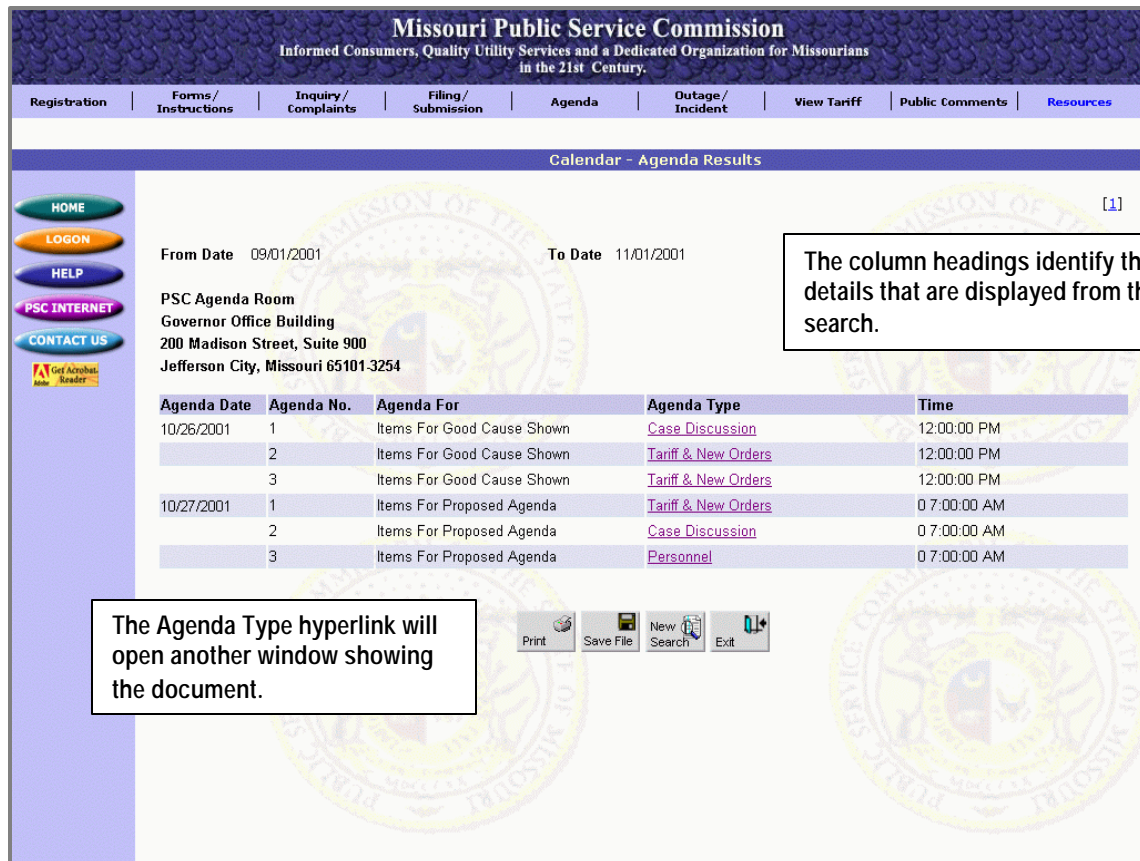
Enter the From and To date, then select the Search Button.

If the date is not entered in the correct format or is more then the three months, error messages will appear when the Search button is selected.

HOME  
LOGON  
HELP  
PSC INTERNET  
CONTACT US  
Get Acrobat Reader

This screen shows results of the search for the user-specified dates of 3 months or less than 3 months. It generates a monthly status report, which gives the details of the opened cases.

### Agenda Search Result Screen



**Missouri Public Service Commission**  
Informed Consumers, Quality Utility Services and a Dedicated Organization for Missourians in the 21st Century.

Registration | Forms/Instructions | Inquiry/Complaints | Filing/Submission | **Agenda** | Outage/Incident | View Tariff | Public Comments | Resources

Calendar - Agenda Results [1]

HOME  
LOGON  
HELP  
PSC INTERNET  
CONTACT US  
Get Acrobat Reader

From Date 09/01/2001 To Date 11/01/2001

PSC Agenda Room  
Governor Office Building  
200 Madison Street, Suite 900  
Jefferson City, Missouri 65101-3254

| Agenda Date | Agenda No. | Agenda For                 | Agenda Type                             | Time         |
|-------------|------------|----------------------------|---|--------------|
| 10/26/2001  | 1          | Items For Good Cause Shown | <a href="#">Case Discussion</a>         | 12:00:00 PM  |
|             | 2          | Items For Good Cause Shown | <a href="#">Tariff &amp; New Orders</a> | 12:00:00 PM  |
|             | 3          | Items For Good Cause Shown | <a href="#">Tariff &amp; New Orders</a> | 12:00:00 PM  |
| 10/27/2001  | 1          | Items For Proposed Agenda  | <a href="#">Tariff &amp; New Orders</a> | 0 7:00:00 AM |
|             | 2          | Items For Proposed Agenda  | <a href="#">Case Discussion</a>         | 0 7:00:00 AM |
|             | 3          | Items For Proposed Agenda  | <a href="#">Personnel</a>               | 0 7:00:00 AM |

The column headings identify the details that are displayed from the search.

The Agenda Type hyperlink will open another window showing the document.

Print Save File New Search Exit



*State of Missouri*

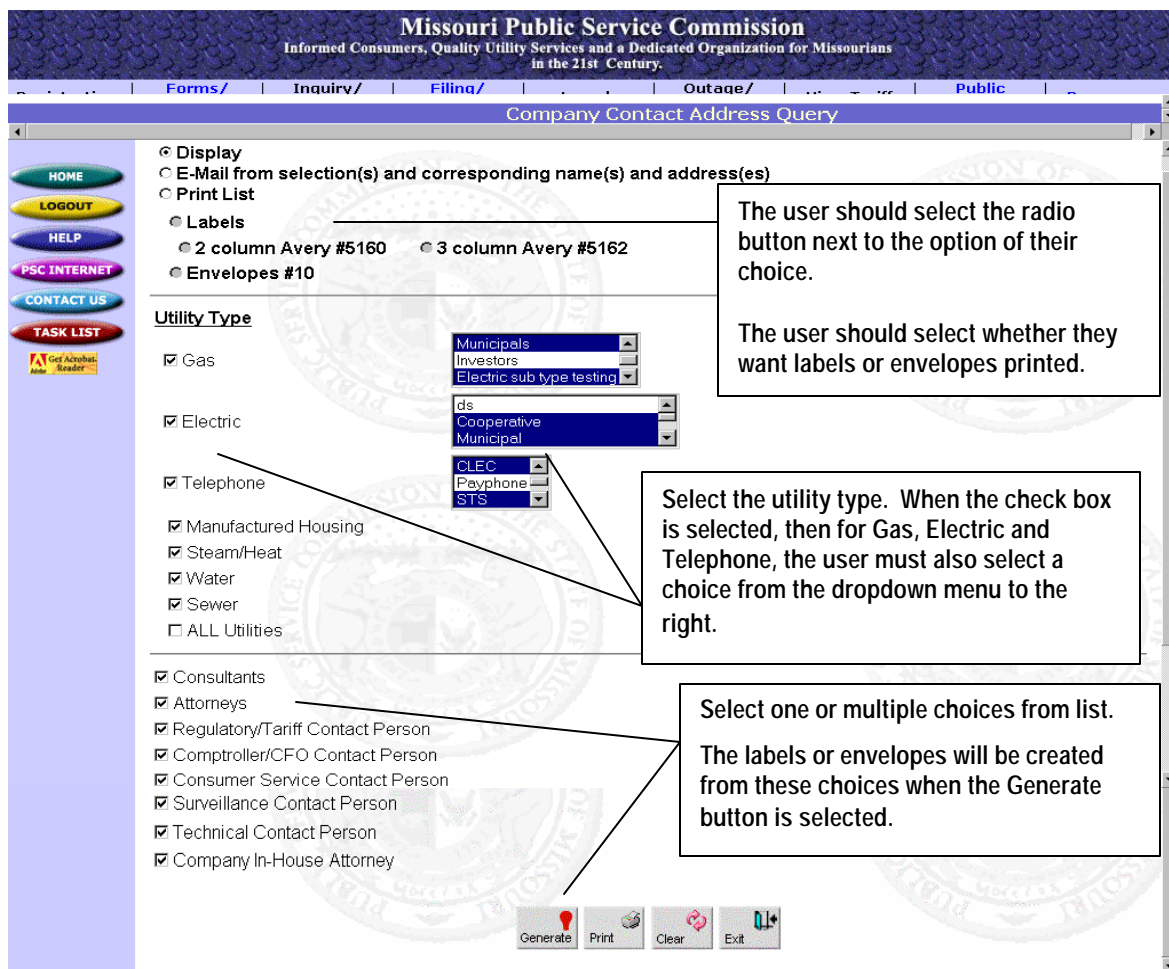
*User Manual for the Consumer Quality System*

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## 9.5 Company Contact Address Query

This screen is used to print the company contact address query details. The generated report can be based on selected criteria such as Utility Type - Gas, Electric, etc. The print format can be either a List or Label or Envelope. On preview the report is displayed for the selected criteria in front of the user.

### Company Contact Address Query Initial Screen



**Missouri Public Service Commission**  
Informed Consumers, Quality Utility Services and a Dedicated Organization for Missourians in the 21st Century.

Forms/ Inquiry/ Filing/ Outage/ Public

Company Contact Address Query

**Display**

- ☐ E-Mail from selection(s) and corresponding name(s) and address(es)
- ☐ Print List
- ☐ Labels
  - ☐ 2 column Avery #5160
  - ☐ 3 column Avery #5162
  - ☐ Envelopes #10

**Utility Type**

- ☒ Gas
  - Municipals
  - Investors
  - Electric sub type testing
- ☒ Electric
  - ds
  - Cooperative
  - Municipal
- ☒ Telephone
  - CLEC
  - Payphone
  - STS
- ☒ Manufactured Housing
- ☒ Steam/Heat
- ☒ Water
- ☒ Sewer
- ☐ ALL Utilities

**Consultants**

- ☒ Attorneys
- ☒ Regulatory/Tariff Contact Person
- ☒ Comptroller/CFO Contact Person
- ☒ Consumer Service Contact Person
- ☒ Surveillance Contact Person
- ☒ Technical Contact Person
- ☒ Company In-House Attorney

**Callouts:**

- The user should select the radio button next to the option of their choice.
- The user should select whether they want labels or envelopes printed.
- Select the utility type. When the check box is selected, then for Gas, Electric and Telephone, the user must also select a choice from the dropdown menu to the right.
- Select one or multiple choices from list. The labels or envelopes will be created from these choices when the Generate button is selected.

Generate Print Clear Exit

On selecting the Display option, It displays the following screen for the selected criteria. The page navigation bar at the top-right hand corner is used to navigate to the next 10 sets of records.

On selection of E-Mail from selection(s) and corresponding name(s) and address(s), the following screen will display. It displays the lists of email ID's based on the criteria selected.

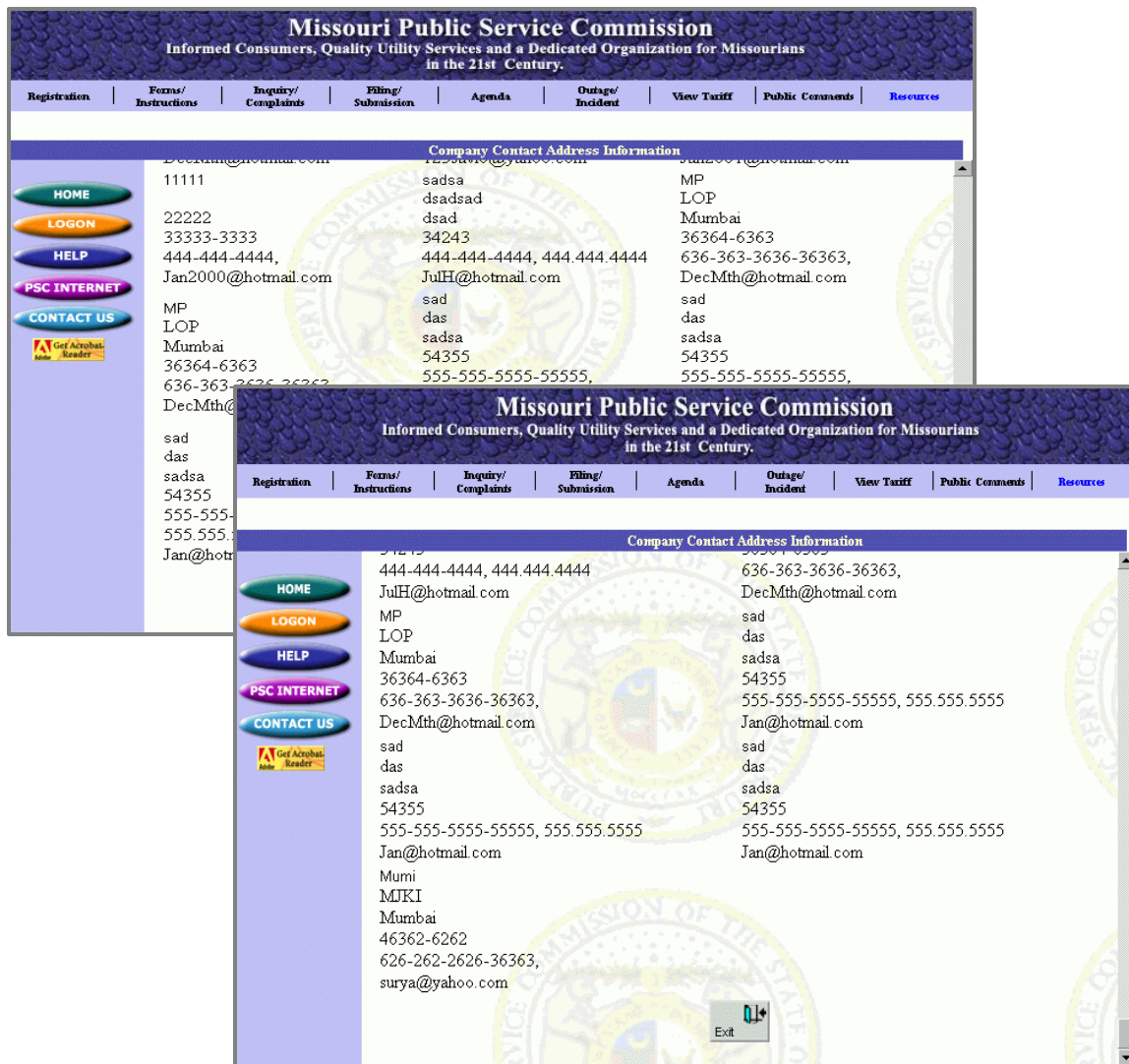
### Print Company Contact Address Query- Display, Emails





The user can select either 2 columns Avery #5160 label or 3 columns Avery #5162 label. The following screens will be displayed, depending upon the selected criteria.

### Print Company Contact Address Query-Label



**Missouri Public Service Commission**  
Informed Consumers, Quality Utility Services and a Dedicated Organization for Missourians in the 21st Century.

Registration | Forms/Instructions | Inquiry/Complaints | Filing/Submission | Agenda | Outage/Incident | View Tariff | Public Comments | Resources

**Company Contact Address Information**

| Company Name        | Address                    | Phone Number        | Email               |
|---------------------|----------------------------|---------------------|---------------------|
| 11111               | sadsa                      | MP                  | Jan2000@hotmail.com |
| 22222               | dsadsad                    | LOP                 |                     |
| 33333-3333          | dsad                       | Mumbai              |                     |
| 444-444-4444        | 34243                      | 36364-6363          |                     |
| Jan2000@hotmail.com | 444-444-4444, 444.444.4444 | 636-363-3636-36363, |                     |
|                     | JulH@hotmail.com           | DecMth@hotmail.com  |                     |
| MP                  | sad                        | sad                 |                     |
| LOP                 | das                        | das                 |                     |
| Mumbai              | sadsa                      | sadsa               |                     |
| 36364-6363          | 54355                      | 54355               |                     |
| 636-363-3636-36363  | 555-555-5555-55555,        | 555-555-5555-55555, |                     |
| DecMth@hotmail.com  |                            |                     |                     |
| sad                 |                            |                     |                     |
| das                 |                            |                     |                     |
| sadsa               |                            |                     |                     |
| 54355               |                            |                     |                     |
| 555-555-5555        |                            |                     |                     |
| 555.555.5555        |                            |                     |                     |
| Jan@hotmail.com     |                            |                     |                     |

**Missouri Public Service Commission**  
Informed Consumers, Quality Utility Services and a Dedicated Organization for Missourians in the 21st Century.

Registration | Forms/Instructions | Inquiry/Complaints | Filing/Submission | Agenda | Outage/Incident | View Tariff | Public Comments | Resources

**Company Contact Address Information**

| Company Name                     | Address                          | Phone Number       | Email |
|----------------------------------|----------------------------------|--------------------|-------|
| 444-444-4444, 444.444.4444       | 636-363-3636-36363,              | DecMth@hotmail.com |       |
| JulH@hotmail.com                 | DecMth@hotmail.com               |                    |       |
| MP                               | sad                              |                    |       |
| LOP                              | das                              |                    |       |
| Mumbai                           | sadsa                            |                    |       |
| 36364-6363                       | 54355                            |                    |       |
| 636-363-3636-36363,              | 555-555-5555-55555, 555.555.5555 |                    |       |
| DecMth@hotmail.com               | Jan@hotmail.com                  |                    |       |
| sad                              | sad                              |                    |       |
| das                              | das                              |                    |       |
| sadsa                            | sadsa                            |                    |       |
| 54355                            | 54355                            |                    |       |
| 555-555-5555-55555, 555.555.5555 | 555-555-5555-55555, 555.555.5555 |                    |       |
| Jan@hotmail.com                  | Jan@hotmail.com                  |                    |       |
| Mumi                             |                                  |                    |       |
| MJKI                             |                                  |                    |       |
| Mumbai                           |                                  |                    |       |
| 46362-6262                       |                                  |                    |       |
| 626-262-2626-36363,              |                                  |                    |       |
| surya@yahoo.com                  |                                  |                    |       |

Exit

On selection of envelope #10, the following screen is displayed. The data is displayed depending upon the selected criteria.

### Print Company Contact Address Query – Envelope #10



**Missouri Public Service Commission**  
Informed Consumers, Quality Utility Services and a Dedicated Organization for Missourians  
in the 21st Century.

Registration | Forms/Instructions | Inquiry/Complaints | Filing/Submission | Agenda | Outage/Incident | View Tariff | Public Comments | Resources

**Company Contact Address Information**  
24050-3000

363-636-6363-63636,

Letty J Vijay  
MIK  
KOP  
Mumbai  
37374-7373  
737-457-7473-73737, 737.373.3737  
123ivan@hotmail.com

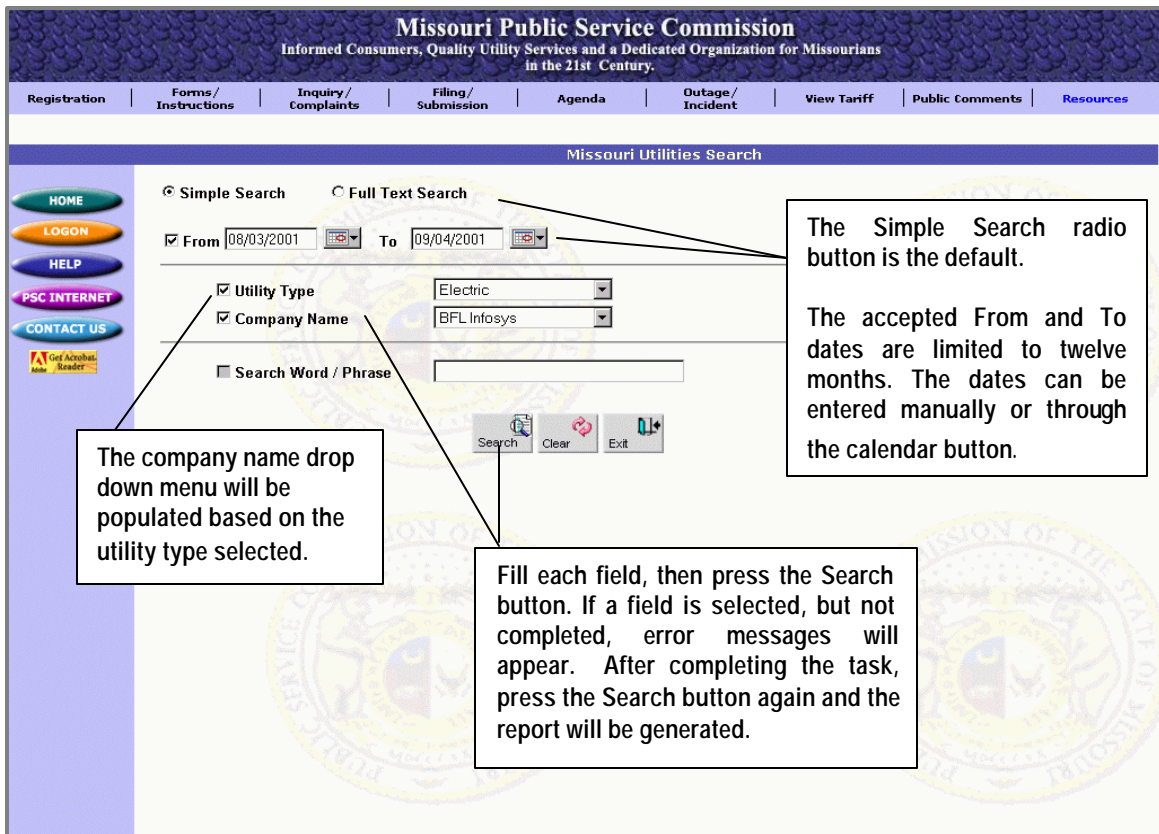
Sheena H Hari  
MP  
MIK  
Mumbai  
37637-3737  
373-737-7474-74747,

Exit

## 9.6 Missouri Utilities

This Missouri Utilities screen is used to accept the dates or company name to display a detailed report of the entire Missouri utility company details. The report can be based on only dates or company name or both dates and company name. The accepted From and To dates are limited to twelve months. The dates can be entered manually or through the calendar button. If there is no criteria selected, the search and clear button are disabled. In a simple search, the search word/phase is disabled. In full text search, the user can use the search on a particular word/phase.

### Missouri Utilities Screen



**Missouri Public Service Commission**  
Informed Consumers, Quality Utility Services and a Dedicated Organization for Missourians in the 21st Century.

Registration | Forms/Instructions | Inquiry/Complaints | Filing/Submission | Agenda | Outage/Incident | View Tariff | Public Comments | Resources

**Missouri Utilities Search**

☒ Simple Search    ☐ Full Text Search

☒ From 08/03/2001 To 09/04/2001

☒ Utility Type: Electric

☒ Company Name: BFL Infosys

☐ Search Word / Phrase

Search Clear Exit

The Simple Search radio button is the default.

The accepted From and To dates are limited to twelve months. The dates can be entered manually or through the calendar button.

The company name drop down menu will be populated based on the utility type selected.

Fill each field, then press the Search button. If a field is selected, but not completed, error messages will appear. After completing the task, press the Search button again and the report will be generated.

This screen displays the report based on the user-selected criteria from the previous screen. The page navigation bar at the top-right hand corner is used to navigate to the next 10 sets of records.

If the search criteria are only dates then the result screen will display dates as headings with other report details. If the company name by itself is selected, the result screen will display the company name as headings and in the report other details will be displayed without the company name. If both dates and the company name are selected, the result screen will display both the dates and company name as headings and in the report other details will be displayed without the company name.

### Missouri Utilities Results Screen



**Missouri Public Service Commission**  
Informed Consumers, Quality Utility Services and a Dedicated Organization for Missourians  
in the 21st Century.

Registration | Forms/Instructions | Inquiry/Complaints | Filing/Submission | Agenda | Outage/Incident | View Tariff | Public Comments | Resources

**MO Utility search Result**

From : 08/03/2001 To : 09/04/2001  
Company Name : BFL Infosys

| Utility Type | Mailing Address       | City | State | Zip       | Phone            | Fax        | Email |
|--------------|-----------------------|------|-------|-----------|------------------|------------|-------|
| Electric     | suryste99@hotmail.com | JU   | MO    | 353535353 | 3636363363636363 | 2363636363 |       |

Print | Save File | New Search | Exit

When this button is selected, a new window will open with two options.

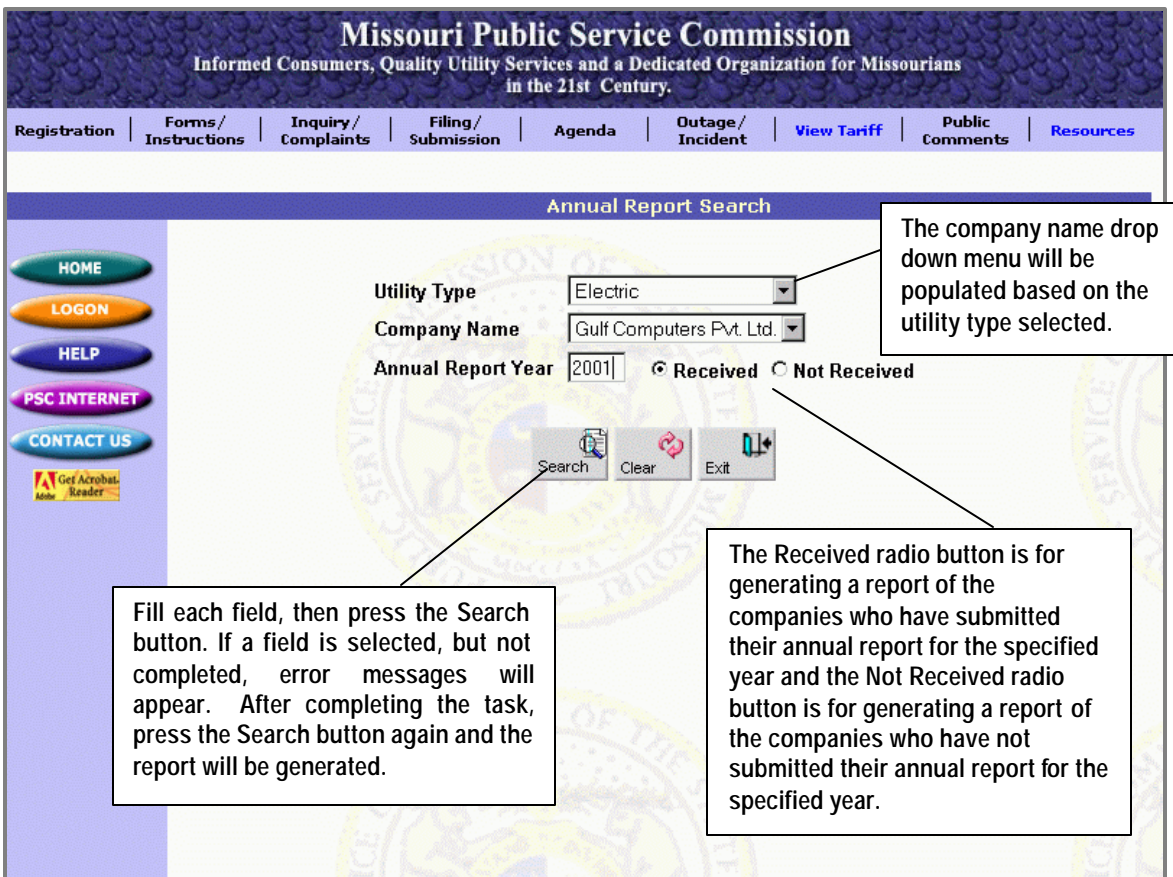
1. If user selects open file option - the report will be opened.
2. If user selects the Save As option - the report will be saved to a specified folder.



## 9.7 Annual Report

This is the Annual Report search screen; it is used to view the list of the annual reports for a specific year submitted by a specific utility company belonging to a specific utility type. The Received radio button is for generating a report of the companies who have submitted their annual report for the specified year and the Not Received radio button is for generating a report of the companies who have not submitted their annual report for the specified year.

### Annual Report Initial Screen



**Missouri Public Service Commission**  
Informed Consumers, Quality Utility Services and a Dedicated Organization for Missourians in the 21st Century.

Registration | Forms/Instructions | Inquiry/Complaints | Filing/Submission | Agenda | Outage/Incident | View Tariff | Public Comments | Resources

**Annual Report Search**

Utility Type: Electric  
Company Name: Gulf Computers Pvt. Ltd.  
Annual Report Year: 2001 ☒ Received ☐ Not Received

Search Clear Exit

Fill each field, then press the Search button. If a field is selected, but not completed, error messages will appear. After completing the task, press the Search button again and the report will be generated.

The Received radio button is for generating a report of the companies who have submitted their annual report for the specified year and the Not Received radio button is for generating a report of the companies who have not submitted their annual report for the specified year.

The company name drop down menu will be populated based on the utility type selected.



This screen is used to view the report for a particular Utility type for the entered year. It displays the Company Names which have submitted the report for the particular year.

### Annual Report Received Screen



**Missouri Public Service Commission**  
Informed Consumers, Quality Utility Services and a Dedicated Organization for Missourians in the 21st Century.

Registration | Forms/Instructions | Inquiry/Complaints | Filing/Submission | Agenda | Outage/Incident | [View Tariff](#) | Public Comments | Resources

**Annual Report Result**

HOME  
LOGON  
HELP  
PSC INTERNET  
CONTACT US  
Get Acrobat Reader

Annual Report Received For The Year 2001  
Utility Type : Electric

| Tracking No.                   | Company Name           | Date Filed | Security Level |
|--------------------------------|------------------------|------------|----------------|
| <a href="#">BDOT-2001-0974</a> | Gulf Computers Pvt.Ltd | 11/13/2001 | Public         |

Print Save File New Search Exit

The tracking number hyperlink will open a separate window showing the tracking sheet.

Once the item is selected and viewed, the color of the item changes to indicate that the document is viewed.

The Print button will print the complete report.

This screen is used to view the report for a particular utility type for the entered year. It displays the company names who have not submitted the report for the particular year.

### Annual Report Not Received Screen



**Missouri Public Service Commission**  
Informed Consumers, Quality Utility Services and a Dedicated Organization for Missourians in the 21st Century.

Registration | Forms/Instructions | Inquiry/Complaints | Filing/Submission | Agenda | Outage/Incident | View Tariff | Public Comments | Resources

**Annual Report**

HOME  
LOGON  
HELP  
PSC INTERNET  
CONTACT US  
Get Acrobat Reader

**Annual Report Not Received For The Year 2001**  
Utility Type : Electric

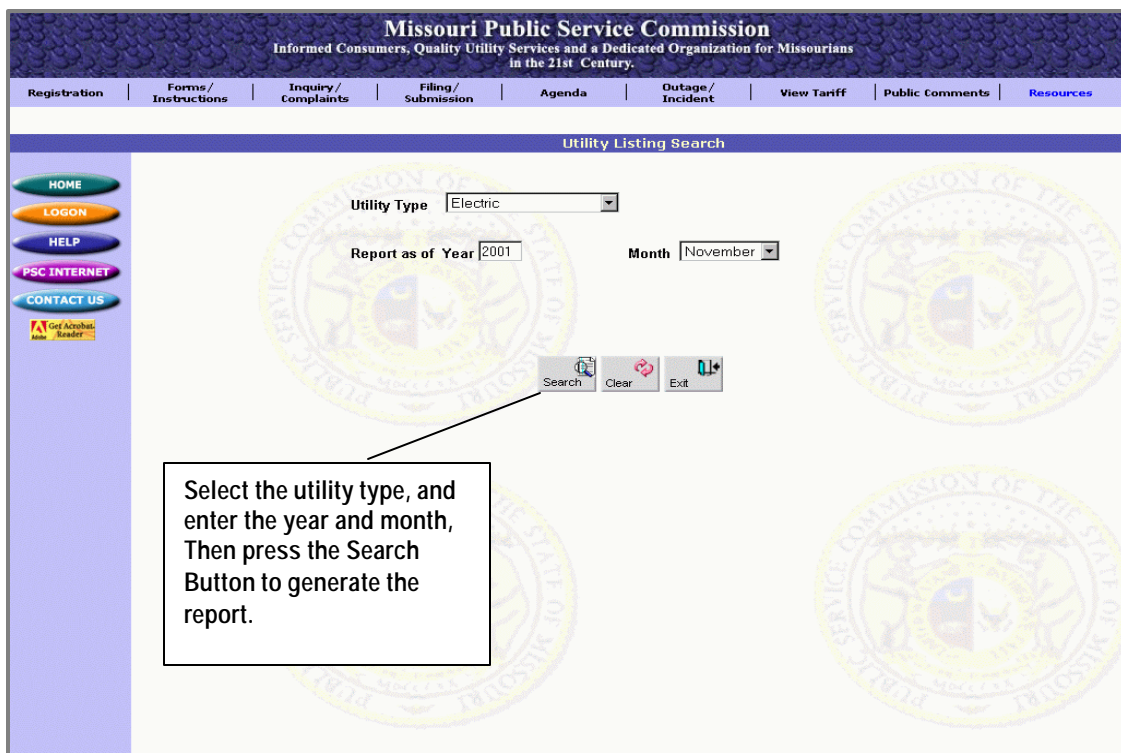
| Company Name                    |
|---------------------------------|
| Simplex Ltd.                    |
| HCL Systems Ltd                 |
| BFL Infosys                     |
| BEC Ltd                         |
| Tata Infotech Ltd.              |
| Onward Technologies Ltd.        |
| Melstar Technologies Ltd.       |
| Diamelle Technologies Pvt. Ltd. |
| Tata Consultancy Services Ltd.  |

Print Save File New Search Exit

## 9.8 Utility Listing

This is a static monthly report, which gives a listing according to the utility type (alphabetical order) of all the companies registered with MPSC.

### Utility Listing Initial Screen



**Missouri Public Service Commission**  
Informed Consumers, Quality Utility Services and a Dedicated Organization for Missourians in the 21st Century.

Registration | Forms/Instructions | Inquiry/Complaints | Filing/Submission | Agenda | Outage/Incident | View Tariff | Public Comments | Resources

**Utility Listing Search**

Utility Type:

Report as of Year:  Month:

Search Clear Exit

Select the utility type, and enter the year and month, Then press the Search Button to generate the report.


This screen is used to view the report for a particular utility type for the entered year. It displays the company names, which have submitted the report for the particular year.

### Utility Listing Screen

**Missouri Public Service Commission**  
 Informed Consumers, Quality Utility Services and a Dedicated Organization for Missourians  
 in the 21st Century.

[Registration](#) | [Forms/Instructions](#) | [Inquiry/Complaints](#) | [Filing/Submission](#) | [Agenda](#) | [Outage/Incident](#) | [View Tariff](#) | [Public Comments](#) | [Resources](#)





**Utility Listing Result**

[HOME](#)  
[LOGON](#)  
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Report as of November,2001 [1]

| Utility Type | Company Name            | Mailing/Street Address | City    | State | Zip       | Phone           | Toll-Free Number | Fax        | Email               |
|--------------|-------------------------|------------------------|---------|-------|-----------|-----------------|------------------|------------|---------------------|
| Electric     | gulf computer pvt. ltd. | dsadsad sadsa          | dsad    | MO    | 34243     | 4444444444      |                  | 4444444444 | JulH@hotmail.com    |
| Electric     | Parle Ltd               | LOP MP                 | Mumbai  | MO    | 363646363 | 636363636363633 |                  |            | DecMth@hotmail.com  |
| Electric     | M. M. & Sons            | qqqqqqq ssssss         | aaaaa   | MO    | 111111111 | 1111111111      |                  |            | 123sawio@yahoo.com  |
| Electric     | testing                 | q432234 121            | 4234441 | MO    | 444444444 | 5555555444      |                  |            | Jan2001@hotmail.com |
| Electric     | M & M Co                | 11111                  | 22222   | MO    | 333333333 | 4444444444      |                  |            | Jan2000@hotmail.com |
| Electric     | M & M Co                | 11111                  | 22222   | MO    | 333333333 | 4444444444      |                  |            | SepMth@hotmail.com  |
| Electric     | rwe                     | erwerwe                | werewr  | MO    | 342339797 | 234234234234234 |                  | 3242343243 | rajendan@yahoo.com  |

Grand Total : 7

The Print button will print the report.

The Save File button will save the file to the user's local drive.

The Exit button will take the user back to the Resources Menu screen.

The New Search button will allow the user to make another search.





*State of Missouri*

*User Manual for the Consumer Quality System*

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